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## NB San Diego Bayview Teen Center 2015 Youth Parent Survey

Summary → Design Survey → Collect Responses → Analyze Results

**CURRENT VIEW**

+ FILTER + COMPARE + SHOW

**No rules applied**

Rules allow you to FILTER, COMPARE and SHOW results to see trends and patterns. [Learn more](#)

**SAVED VIEWS (1)**

Original View (No rules applied)

+ Save as...

**EXPORTS**

**RESPONDENTS: 0 of 0** [Export All](#) [Share All](#)

**Question Summaries** **Data Trends** **Individual Responses**

**Your survey has no responses**

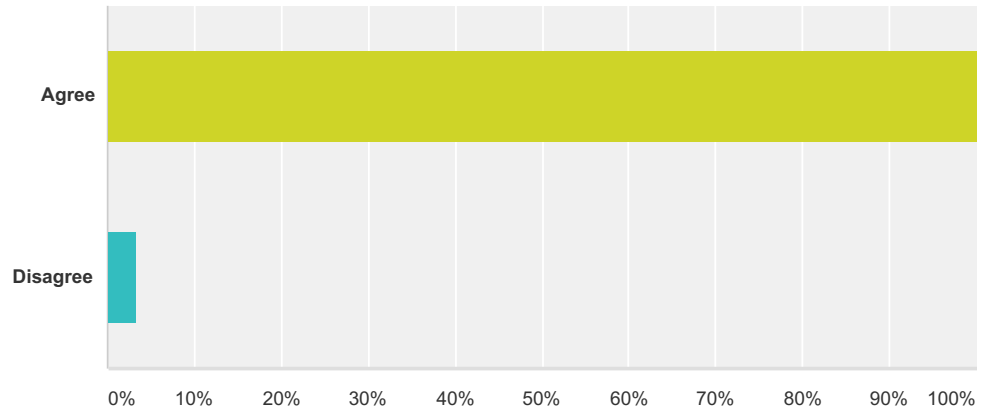
[Collect responses](#) OR [Buy responses](#)

[Feedback](#)

100% 3:31 PM 6/12/2017

**Q1 I have received a Child & Youth Programs (CYP) Parent Handbook and information about the Creative Curriculum.**

Answered: 30 Skipped: 0

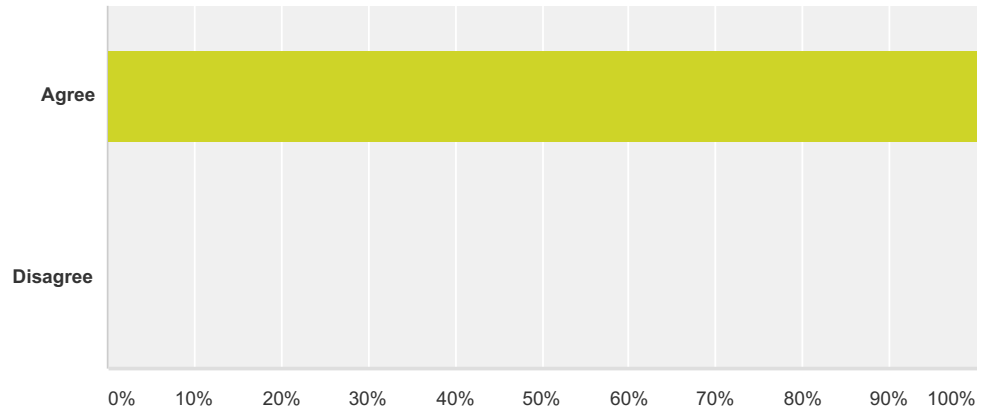


Answer Choices	Responses
Agree	100.00% 30
Disagree	3.33% 1
Total Respondents: 30	

#	Other (please specify)	Date
	There are no responses.	

**Q2 My child and I are greeted in a pleasant manner both at the front desk and in the classroom.**

Answered: 30 Skipped: 0

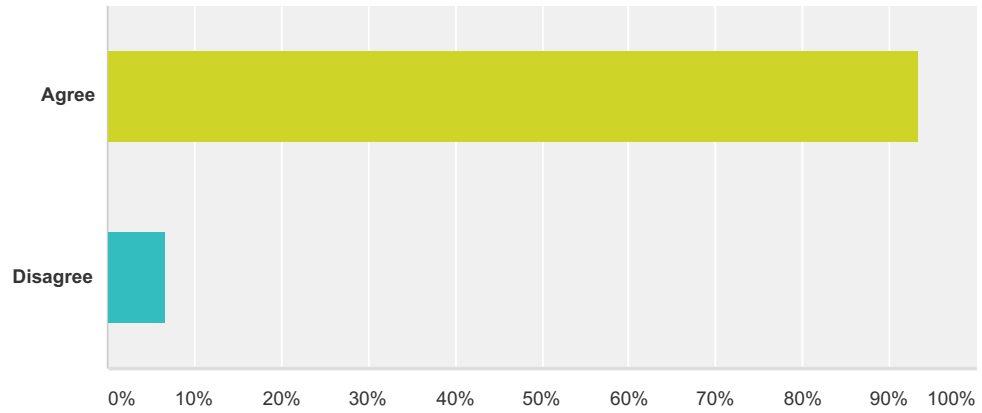


Answer Choices	Responses
Agree	100.00% 30
Disagree	0.00% 0
Total Respondents: 30	

#	Other (please specify)	Date
1	Staff in the AM are warm and friendly. They provide my child a quiet area for her to continue to sleep.	8/10/2015 8:51 AM

**Q3 I am aware of parent participation opportunities including the Parent Involvement Board (PIB).**

Answered: 30 Skipped: 0



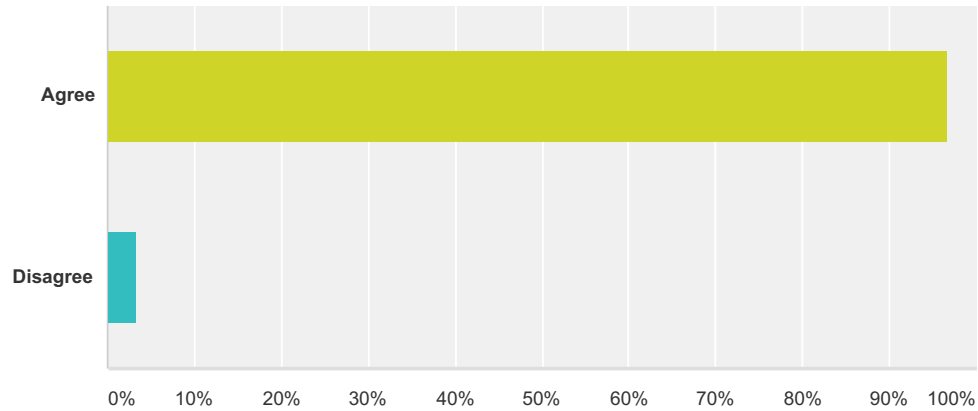
Answer Choices	Responses
Agree	93.33% 28
Disagree	6.67% 2
Total Respondents: 30	

#	Other (please specify)	Date
1	I have received notice 1 time before	8/7/2015 7:33 PM



**Q4 I receive written information (for children under 3) or verbal (children over 3 years) daily about my child and am offered a family conference at least three times a year to discuss my child's progress.**

Answered: 30 Skipped: 0

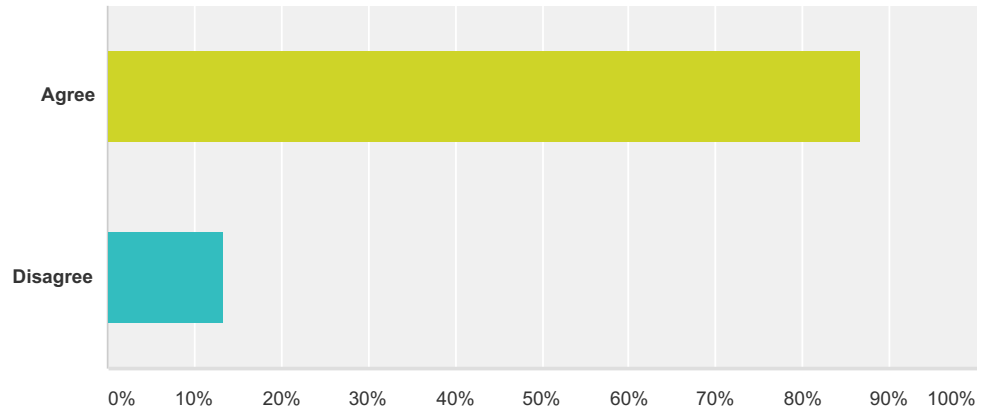


Answer Choices	Responses
Agree	96.67% 29
Disagree	3.33% 1
Total Respondents: 30	

#	Other (please specify)	Date
1	daily sheets are inconsistent	8/7/2015 7:33 PM

**Q5 There are consistent staff members in my child's classroom who know and understand my child.**

Answered: 30 Skipped: 0

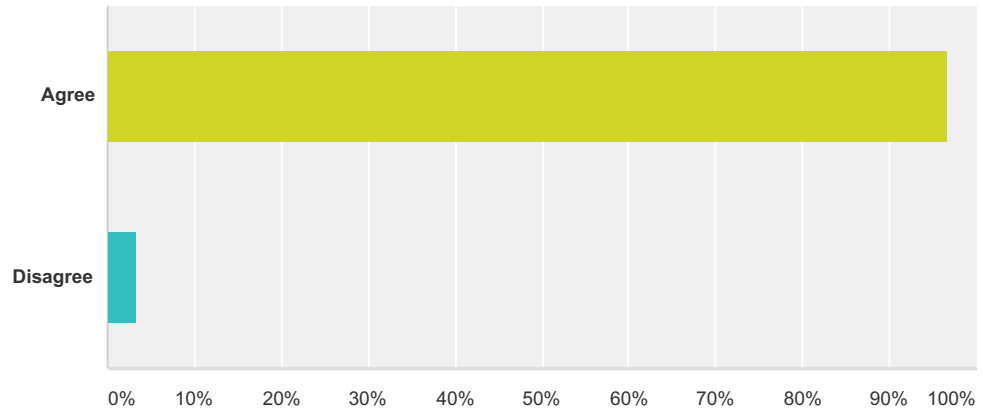


Answer Choices	Responses
Agree	86.67% 26
Disagree	13.33% 4
Total Respondents: 30	

#	Other (please specify)	Date
1	I don't feel as though the teachers really get to know my child	8/7/2015 8:08 PM

**Q6 The Director has an open door policy and follows through expediently with any concerns I raise or questions I may have.**

Answered: 30 Skipped: 0

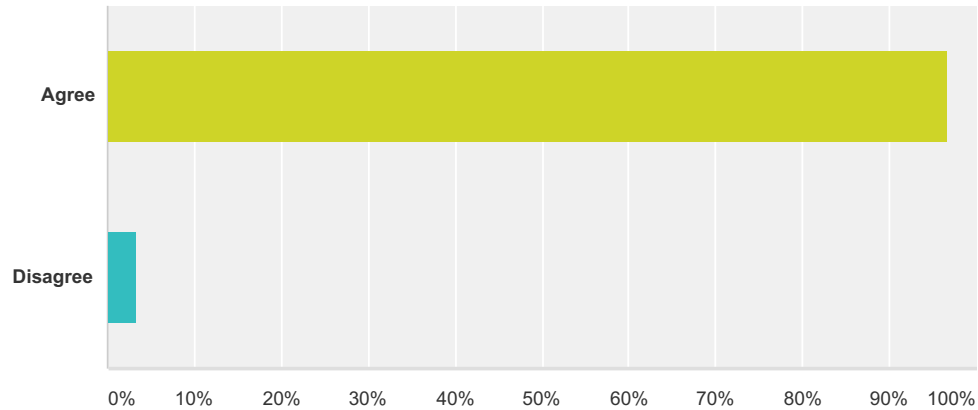


Answer Choices	Responses
Agree	96.67% 29
Disagree	3.33% 1
Total Respondents: 30	

#	Other (please specify)	Date
1	The director sometimes gives excuses on what she can and can't do.	8/7/2015 7:49 PM

**Q7 I am aware that the Child Development Center (CDC) includes all children and makes accommodations for children with medical, (including medication administration) physical, or emotional social needs.**

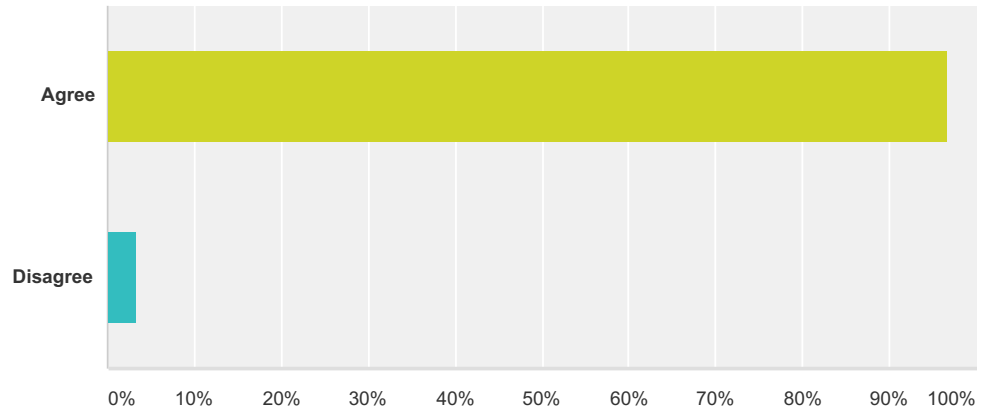
Answered: 30 Skipped: 0



Answer Choices	Responses	
Agree	96.67%	29
Disagree	3.33%	1
Total Respondents: 30		

**Q8 I am aware that there is a DoD Child Abuse and Neglect Hotline number for reporting suspected child abuse and neglect.**

Answered: 30 Skipped: 0

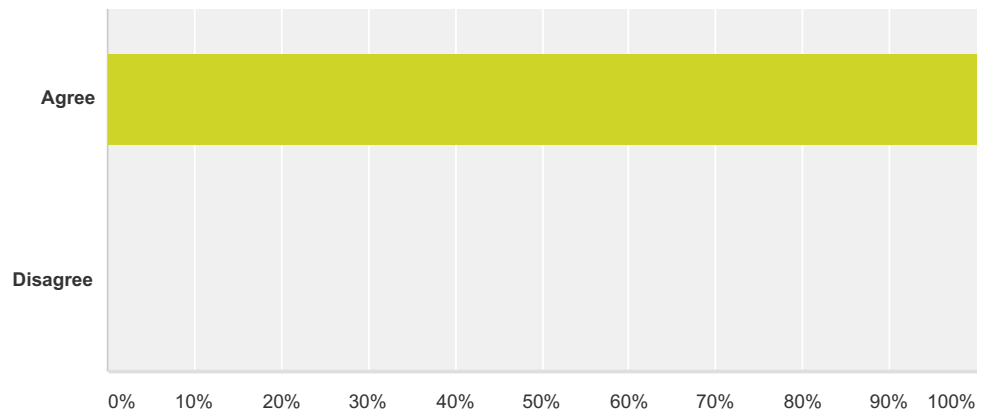


Answer Choices	Responses
Agree	96.67% 29
Disagree	3.33% 1
Total Respondents: 30	

#	Other (please specify)	Date
	There are no responses.	

**Q9 My child is cared for in a clean, safe, and well maintained environment.**

Answered: 30 Skipped: 0

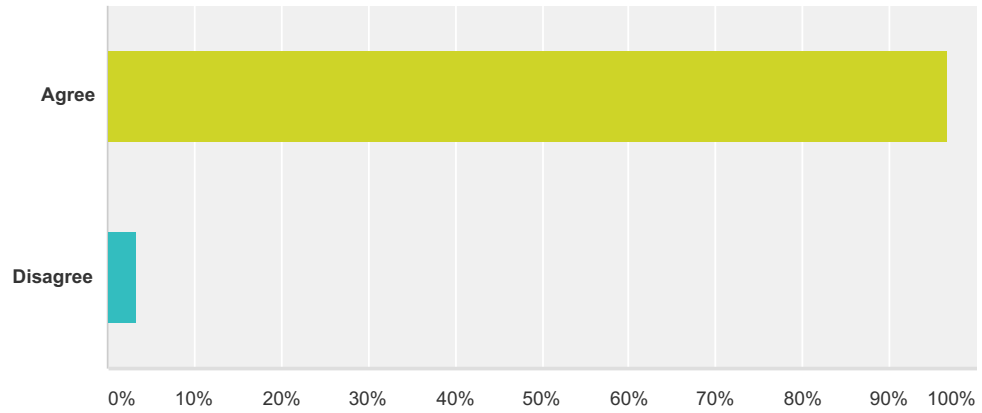


Answer Choices	Responses
Agree	100.00% 30
Disagree	0.00% 0
Total Respondents: 30	

#	Other (please specify)	Date
1	my child is sick often, maybe there is a better way to cleans the facility nightly?	8/11/2015 9:50 AM

**Q10 Overall, I am satisfied with the quality of care I am receiving at the Child Development Center (CDC).**

Answered: 30 Skipped: 0

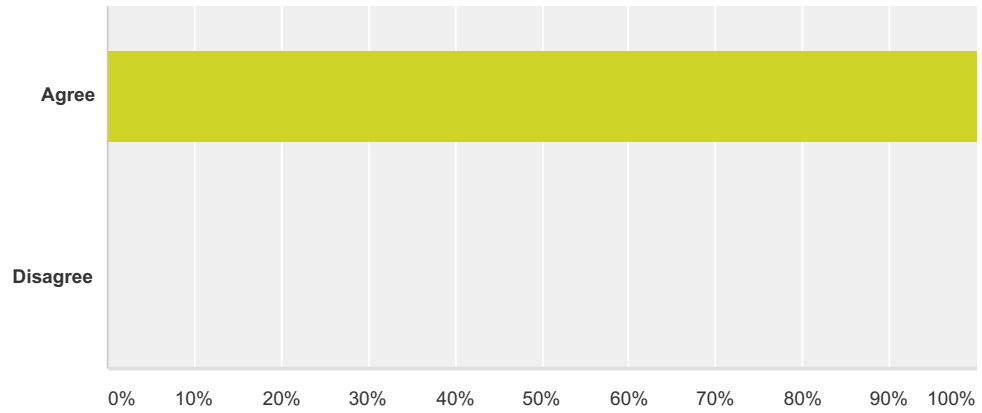


Answer Choices	Responses	
Agree	96.67%	29
Disagree	3.33%	1
Total Respondents: 30		

#	Other (please specify)	Date
1	Teachers make efforts to assure that my child is well attended too. They are busy with many children.	8/10/2015 8:51 AM

**Q1 I have received a Child & Youth Programs (CYP) Parent Handbook and information about the Creative Curriculum.**

Answered: 3 Skipped: 0



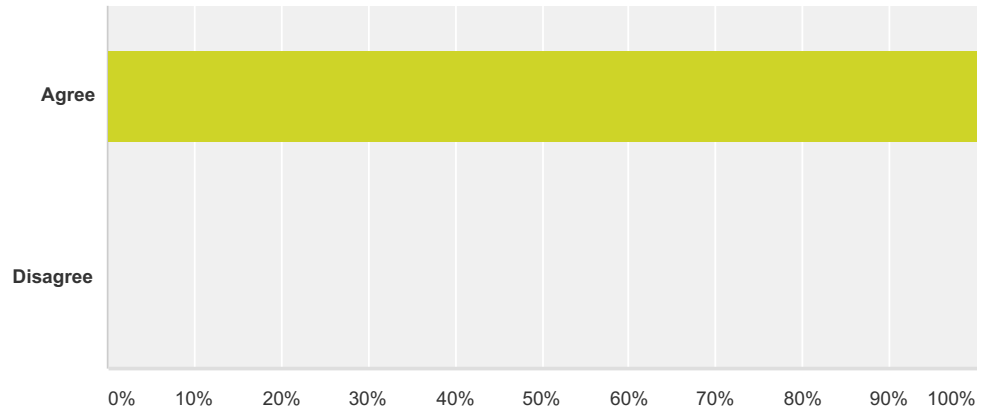
Answer Choices	Responses
Agree	100.00% 3
Disagree	0.00% 0
Total Respondents: 3	

#	Other (please specify)	Date
	There are no responses.	



**Q2 My child and I are greeted in a pleasant manner both at the front desk and in the classroom.**

Answered: 3 Skipped: 0

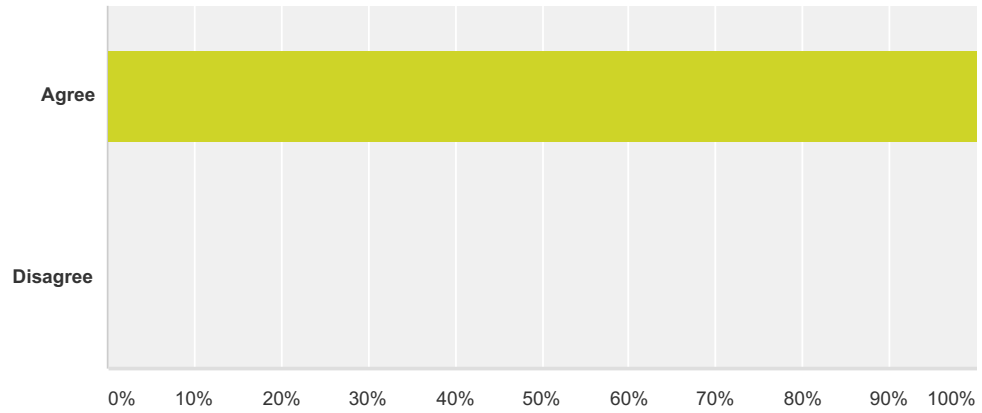


Answer Choices	Responses
Agree	100.00% 3
Disagree	0.00% 0
Total Respondents: 3	

#	Other (please specify)	Date
	There are no responses.	

**Q3 I am aware of parent participation opportunities including the Parent Involvement Board (PIB).**

Answered: 3 Skipped: 0

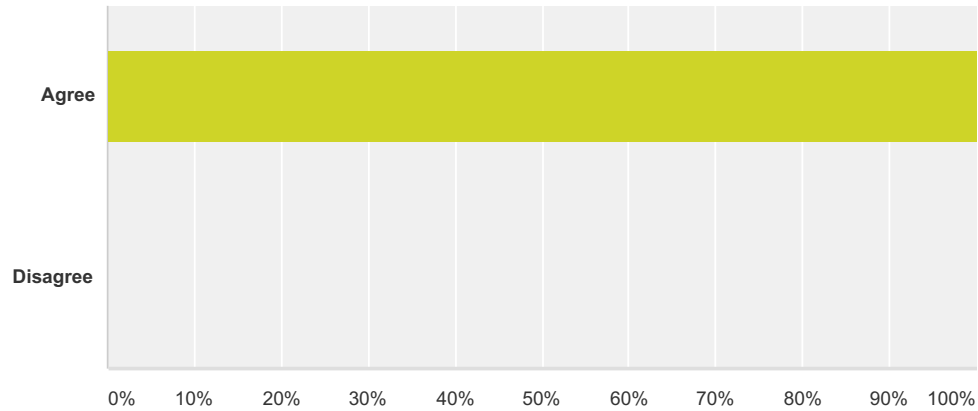


Answer Choices	Responses
Agree	100.00% 3
Disagree	0.00% 0
Total Respondents: 3	

#	Other (please specify)	Date
	There are no responses.	

**Q4 I receive written information (for children under 3) or verbal (children over 3 years) daily about my child and am offered a family conference at least three times a year to discuss my child's progress.**

Answered: 3 Skipped: 0

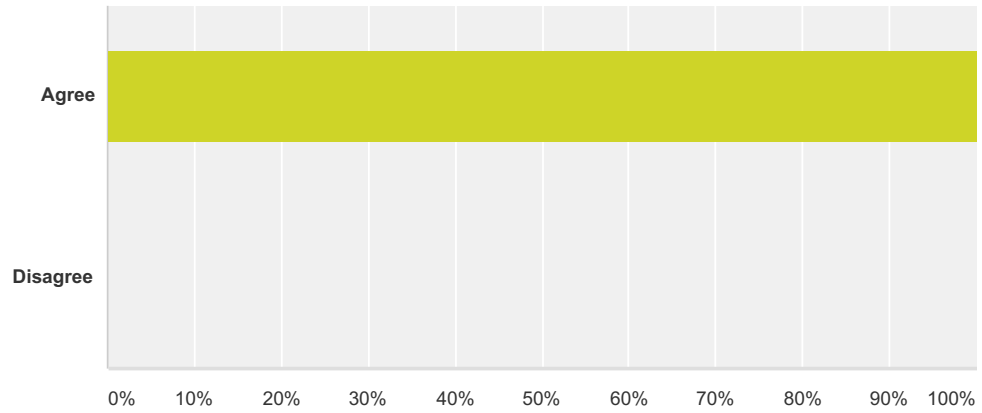


Answer Choices	Responses
Agree	100.00% 3
Disagree	0.00% 0
Total Respondents: 3	

#	Other (please specify)	Date
	There are no responses.	

**Q5 There are consistent staff members in my child's classroom who know and understand my child.**

Answered: 3 Skipped: 0

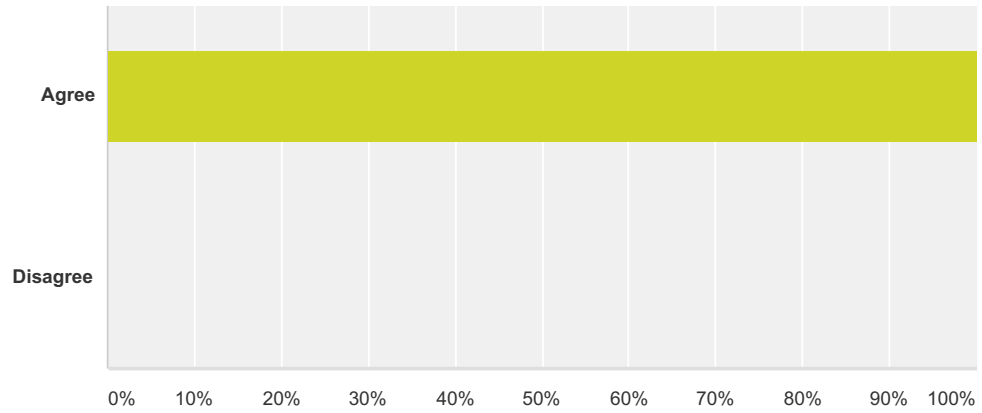


Answer Choices	Responses
Agree	100.00% 3
Disagree	0.00% 0
Total Respondents: 3	

#	Other (please specify)	Date
	There are no responses.	

**Q6 The Director has an open door policy and follows through expediently with any concerns I raise or questions I may have.**

Answered: 3 Skipped: 0

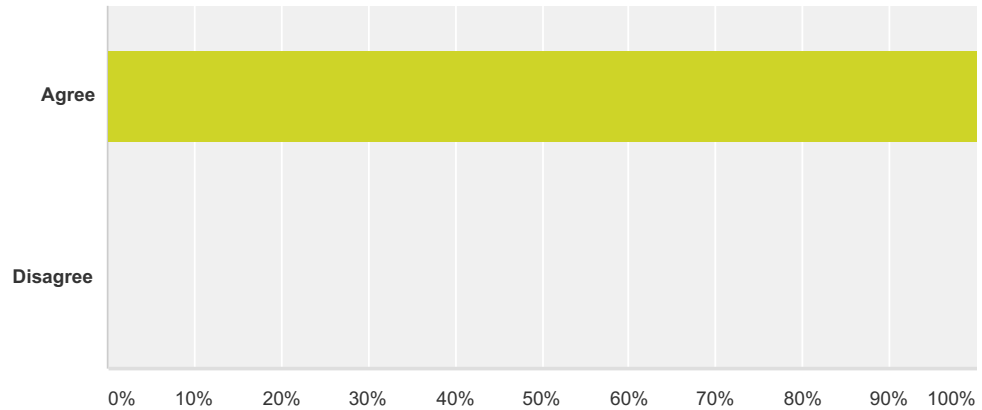


Answer Choices	Responses
Agree	100.00% 3
Disagree	0.00% 0
Total Respondents: 3	

#	Other (please specify)	Date
	There are no responses.	

**Q7 I am aware that the Child Development Center (CDC) includes all children and makes accommodations for children with medical, (including medication administration) physical, or emotional social needs.**

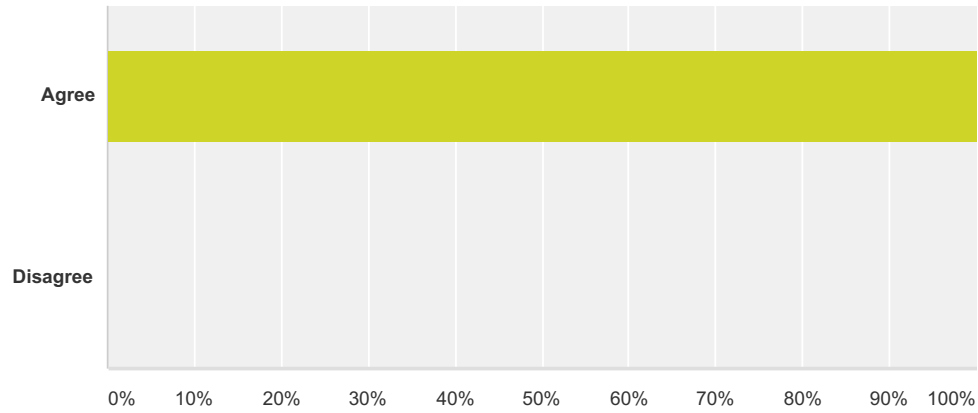
Answered: 3 Skipped: 0



Answer Choices	Responses
Agree	100.00% 3
Disagree	0.00% 0
Total Respondents: 3	

**Q8 I am aware that there is a DoD Child Abuse and Neglect Hotline number for reporting suspected child abuse and neglect.**

Answered: 3 Skipped: 0

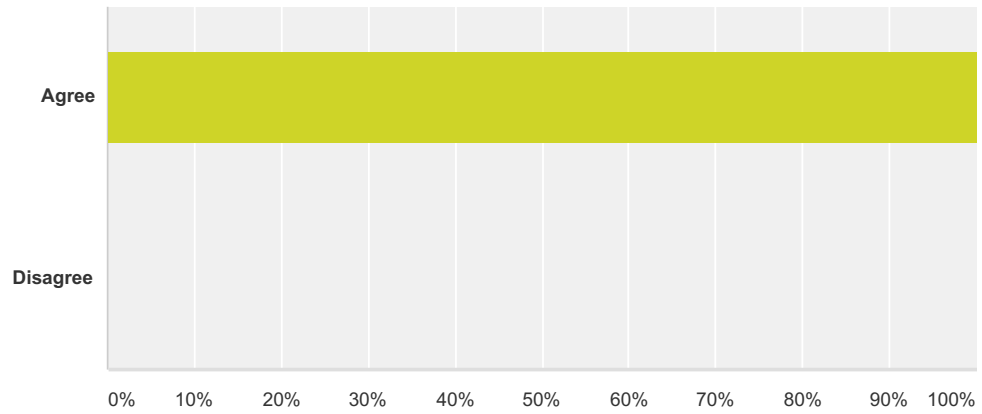


Answer Choices	Responses
Agree	100.00% 3
Disagree	0.00% 0
Total Respondents: 3	

#	Other (please specify)	Date
	There are no responses.	

## Q9 My child is cared for in a clean, safe, and well maintained environment.

Answered: 3 Skipped: 0



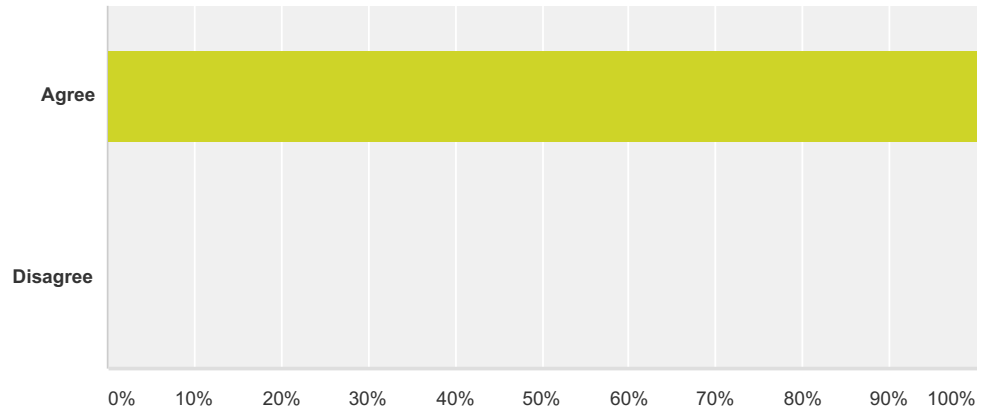
Answer Choices	Responses
Agree	100.00% 3
Disagree	0.00% 0
Total Respondents: 3	

#	Other (please specify)	Date
	There are no responses.	



**Q10 Overall, I am satisfied with the quality of care I am receiving at the Child Development Center (CDC).**

Answered: 3 Skipped: 0

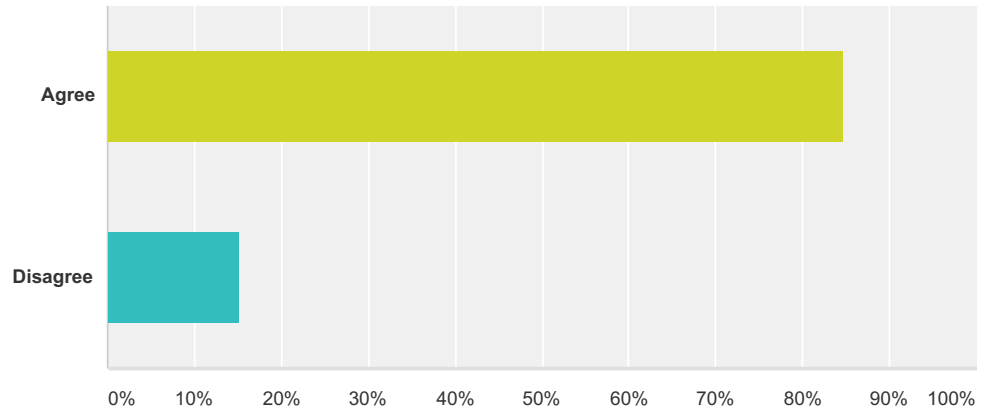


Answer Choices	Responses
Agree	100.00% 3
Disagree	0.00% 0
Total Respondents: 3	

#	Other (please specify)	Date
	There are no responses.	

**Q1 I have received a Child & Youth Programs (CYP) Parent Handbook and information about the Creative Curriculum.**

Answered: 85 Skipped: 2

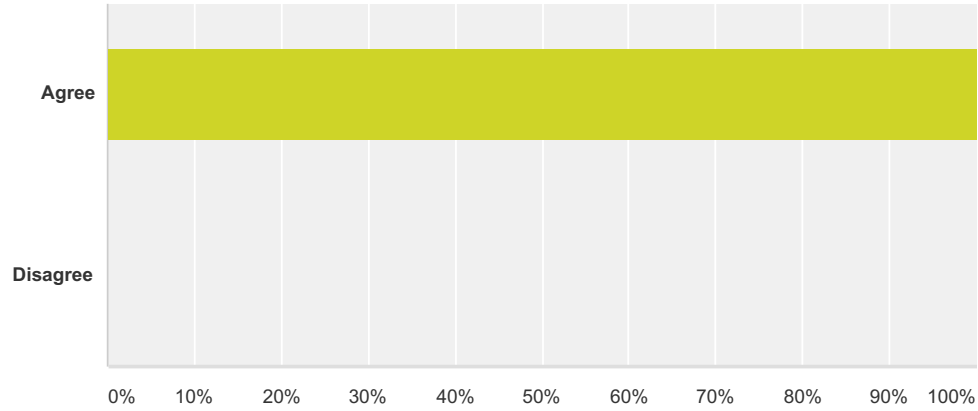


Answer Choices	Responses
Agree	84.71% 72
Disagree	15.29% 13
Total Respondents: 85	

#	Other (please specify)	Date
1	What is the Creative Curriculum?	8/7/2015 4:31 PM
2	Handbook, yes - but not sure about CC	8/4/2015 7:48 PM
3	not sure	8/4/2015 6:49 PM
4	unsure	8/4/2015 6:46 PM

**Q2 My child and I are greeted in a pleasant manner both at the front desk and in the classroom.**

Answered: 85 Skipped: 2

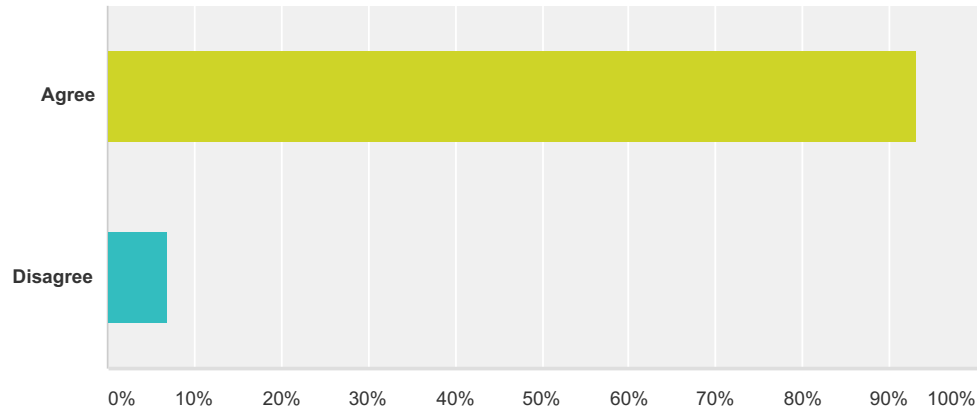


Answer Choices	Responses
Agree	100.00% 85
Disagree	0.00% 0
Total Respondents: 85	

#	Other (please specify)	Date
1	Most of the time. Sometimes when there is more than one staff member at the front desk and I ask something, they look at me like I have 2 heads.	8/7/2015 4:31 PM
2	Usually at front desk, depending on who is working; usually in classroom	8/5/2015 7:45 PM
3	great staff	8/5/2015 9:53 AM
4	For the most part yes, depending on who is at the front desk. There is consistently one person who is rude and/or does not greet me or my kids, but will greet other parents who walk in at the same time or right after me.	8/4/2015 8:31 PM
5	Everyone is always friendly and happy to be here.	8/4/2015 8:26 PM
6	always :)	8/4/2015 7:54 PM

**Q3 I am aware of parent participation opportunities including the Parent Involvement Board (PIB).**

Answered: 87 Skipped: 0

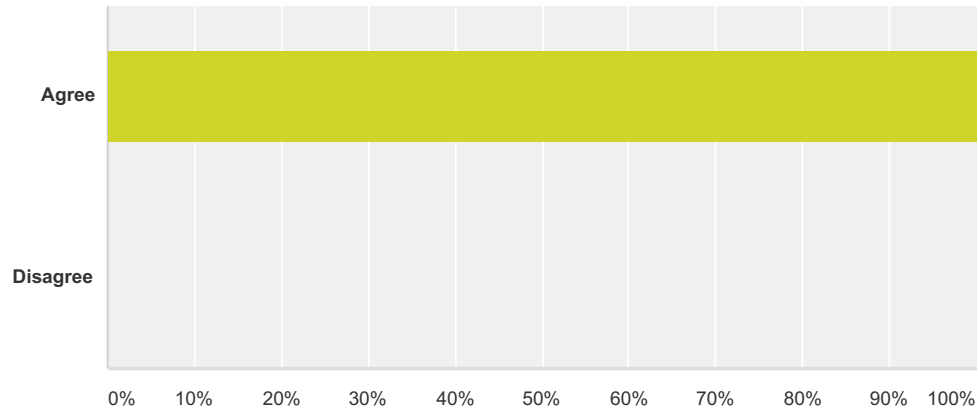


Answer Choices	Responses
Agree	93.10% 81
Disagree	6.90% 6
Total Respondents: 87	

#	Other (please specify)	Date
1	Have received a few facebook updates but not much	8/5/2015 7:45 PM

**Q4 I receive written information (for children under 3) or verbal (children over 3 years) daily about my child and am offered a family conference at least three times a year to discuss my child's progress.**

Answered: 85 Skipped: 2

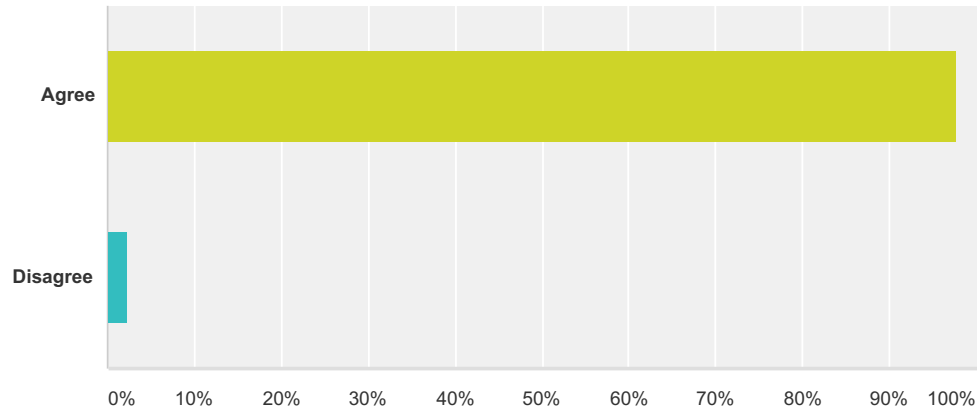


Answer Choices	Responses
Agree	100.00% 85
Disagree	0.00% 0
Total Respondents: 85	

#	Other (please specify)	Date
1	Have only been here for 1 month	8/4/2015 8:33 PM
2	n/a	8/4/2015 6:49 PM

**Q5 There are consistent staff members in my child's classroom who know and understand my child.**

Answered: 84 Skipped: 3

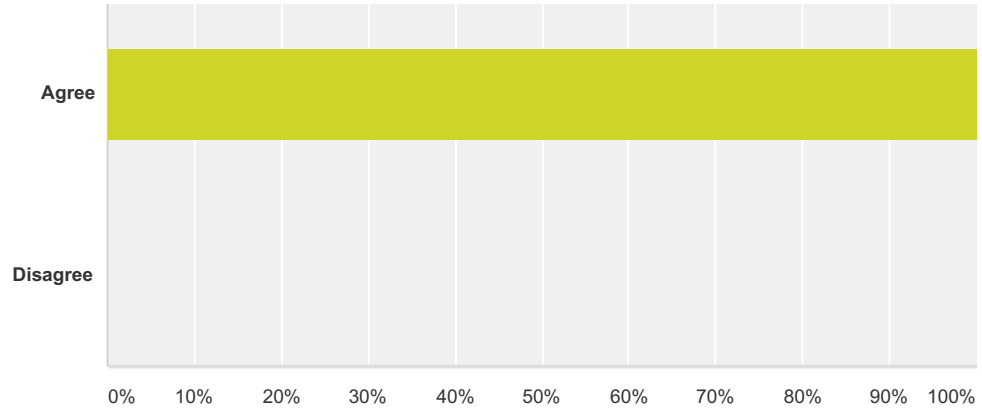


Answer Choices	Responses
Agree	97.62% 82
Disagree	2.38% 2
Total Respondents: 84	

#	Other (please specify)	Date
1	My child is new to his classroom, but I feel like the teachers are making an effort. He definitely was known and understood in his previous classroom. Is nice when staff members outside of his everyday teachers know his name and call him by it when they see him in the hall, etc	8/5/2015 7:45 PM
2	It seems like every time I speak to a teacher they are confused or unaware of what the morning teachers did.	8/4/2015 8:33 PM
3	There has been some changes lately with teachers, but I do think it is getting better.	8/4/2015 8:31 PM
4	they changed my daughters teacher without my knowledge	8/4/2015 7:30 PM

**Q6 The Director has an open door policy and follows through expediently with any concerns I raise or questions I may have.**

Answered: 84 Skipped: 3

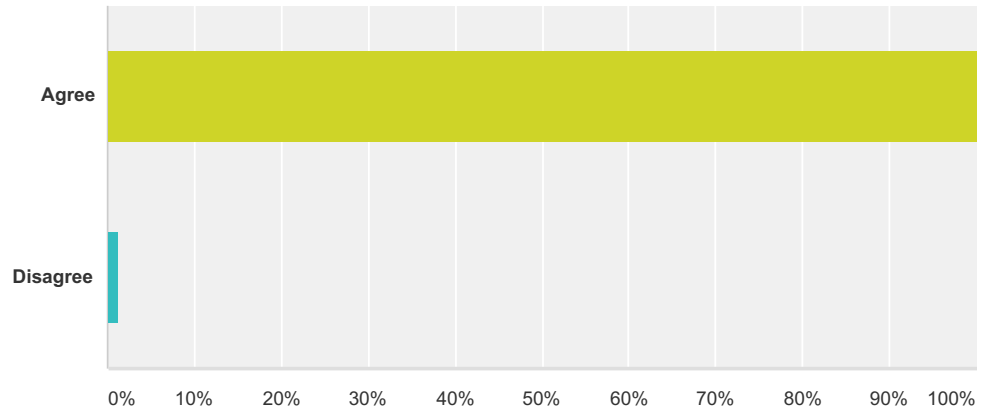


Answer Choices	Responses
Agree	100.00% 84
Disagree	0.00% 0
Total Respondents: 84	

#	Other (please specify)	Date
1	I have never needed to speak with the director	8/5/2015 7:44 PM
2	never expressed concerns yet	8/5/2015 9:53 AM
3	Have not experienced this situation yet.	8/5/2015 9:45 AM
4	I have yet to try this!	8/4/2015 8:33 PM

**Q7 I am aware that the Child Development Center (CDC) includes all children and makes accommodations for children with medical, (including medication administration) physical, or emotional social needs.**

Answered: 86 Skipped: 1

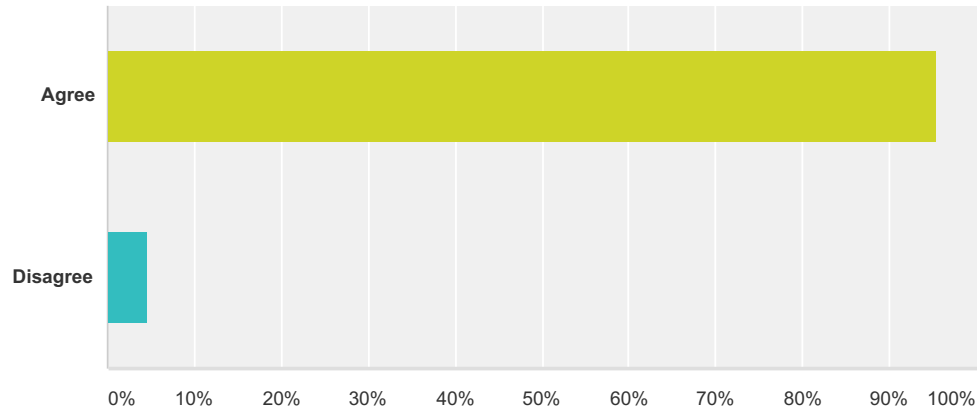


Answer Choices	Responses	
Agree	100.00%	86
Disagree	1.16%	1
Total Respondents: 86		



**Q8 I am aware that there is a DoD Child Abuse and Neglect Hotline number for reporting suspected child abuse and neglect.**

Answered: 86 Skipped: 1

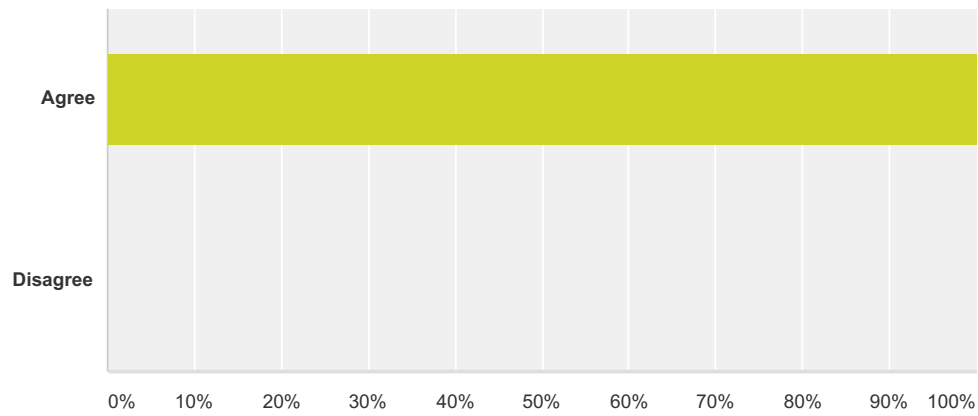


Answer Choices	Responses
Agree	95.35% 82
Disagree	4.65% 4
Total Respondents: 86	

#	Other (please specify)	Date
	There are no responses.	

## Q9 My child is cared for in a clean, safe, and well maintained environment.

Answered: 86 Skipped: 1

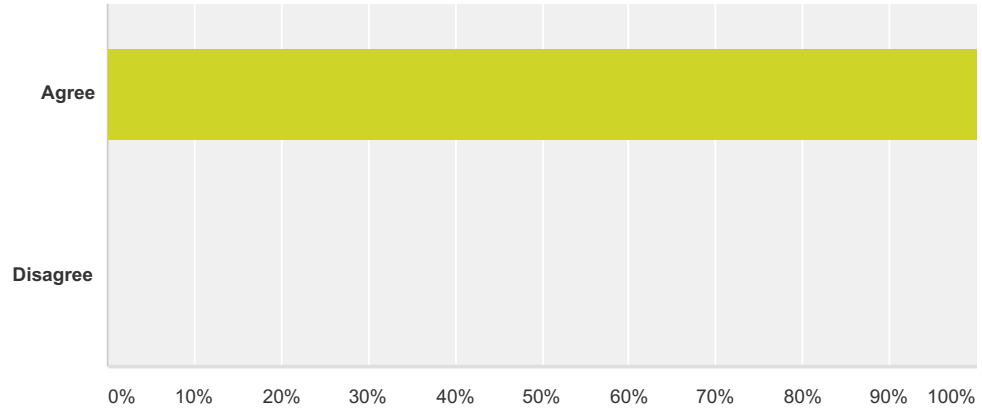


Answer Choices	Responses
Agree	100.00% 86
Disagree	0.00% 0
Total Respondents: 86	

#	Other (please specify)	Date
1	Air conditioning is a problem. very warm and muggy in both of my childrens classes	8/5/2015 8:40 PM
2	sand in the shoes is annoying but unavoidable :)	8/5/2015 9:53 AM

**Q10 Overall, I am satisfied with the quality of care I am receiving at the Child Development Center (CDC).**

Answered: 87 Skipped: 0

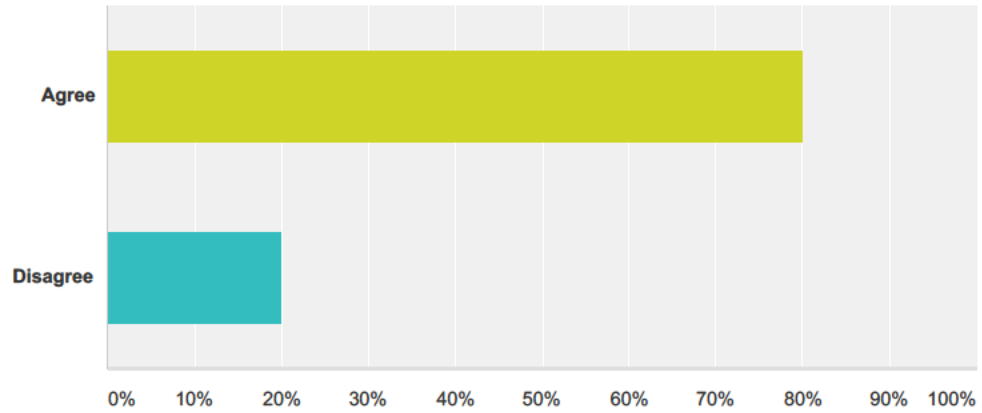


Answer Choices	Responses
Agree	100.00% 87
Disagree	0.00% 0
Total Respondents: 87	

#	Other (please specify)	Date
1	very happy with staff, parking, quality. often recommend	8/5/2015 9:53 AM
2	Like an extended family. This place is amazing!	8/4/2015 8:44 PM
3	My daughter has been in the same CDC since she was 3mo old and has exceeded her learning skills that I am proud and always let other parents know when questioning the CDC	8/4/2015 8:22 PM
4	Extremely Satisfied!!! Thank You	8/4/2015 8:08 PM
5	I love Patrick Wade! 2 of my daughters went to another CDC and this one is much better in all aspects	8/4/2015 7:56 PM

**Q1 I have received a Child & Youth Programs (CYP) Parent Handbook and information about the Creative Curriculum.**

Answered: 5 Skipped: 0

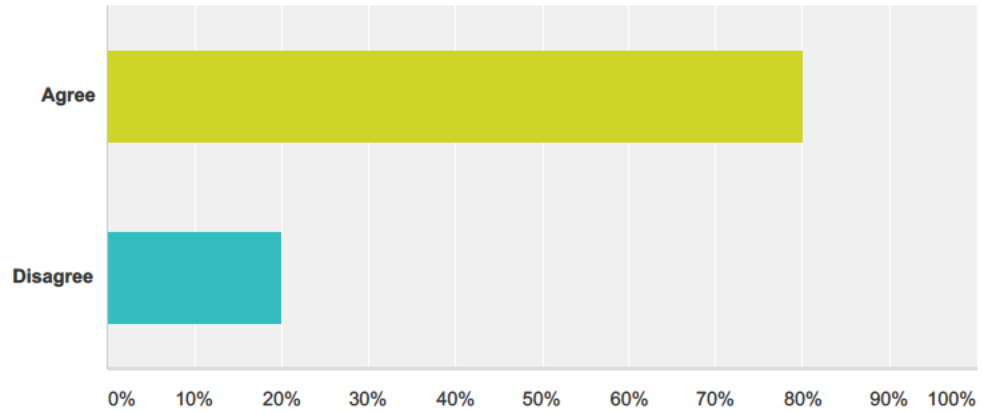


Answer Choices	Responses
Agree	80.00% 4
Disagree	20.00% 1
Total Respondents: 5	

#	Other (please specify)	Date
	There are no responses	

**Q2 My child and I are greeted in a pleasant manner both at the front desk and in the classroom.**

Answered: 5 Skipped: 0

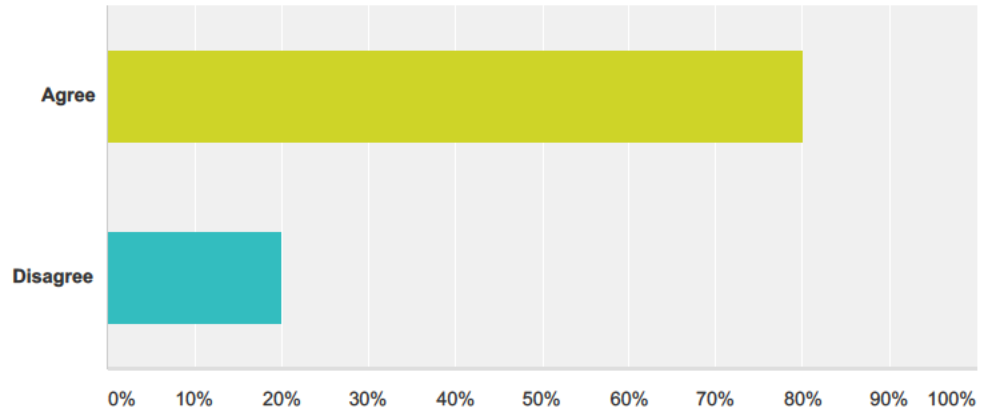


Answer Choices	Responses
Agree	80.00% 4
Disagree	20.00% 1
Total Respondents: 5	

#	Other (please specify)	Date
1	Not always Front desk usually yes The staff inside the classroom not generally	10/6/2015 1 48 AM

**Q3 I am aware of parent participation opportunities including the Parent Involvement Board (PIB).**

Answered: 5 Skipped: 0

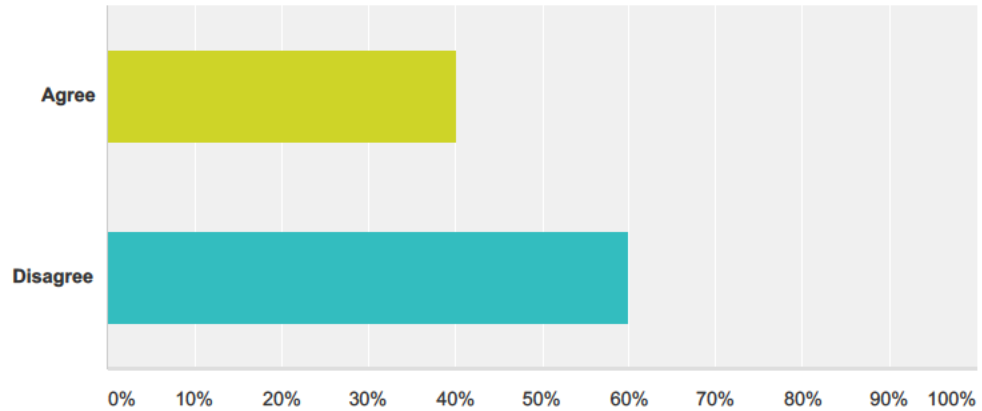


Answer Choices	Responses
Agree	80.00% 4
Disagree	20.00% 1
Total Respondents: 5	

#	Other (please specify)	Date
	There are no responses	

**Q4 I receive written information (for children under 3) or verbal (children over 3 years) daily about my child and am offered a family conference at least three times a year to discuss my child's progress.**

Answered: 5 Skipped: 0

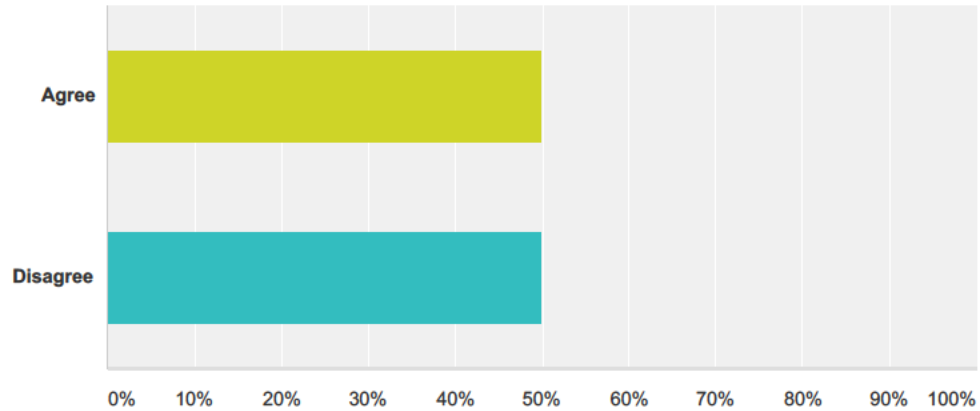


Answer Choices	Responses
Agree	40.00% 2
Disagree	60.00% 3
Total Respondents: 5	

#	Other (please specify)	Date
1	Does not occur on a daily but as needed 'm fine with that	10/6/2015 1 22 PM
2	nformation is not given unless we ask When we do ask often the closing staff does not know about my child's day and have to ask the following morning We also don't get consistant information One person will say my child didn't have a good day but another staff member will say my child's day was good	10/6/2015 1 48 AM

**Q5 There are consistent staff members in my child's classroom who know and understand my child.**

Answered: 4 Skipped: 1



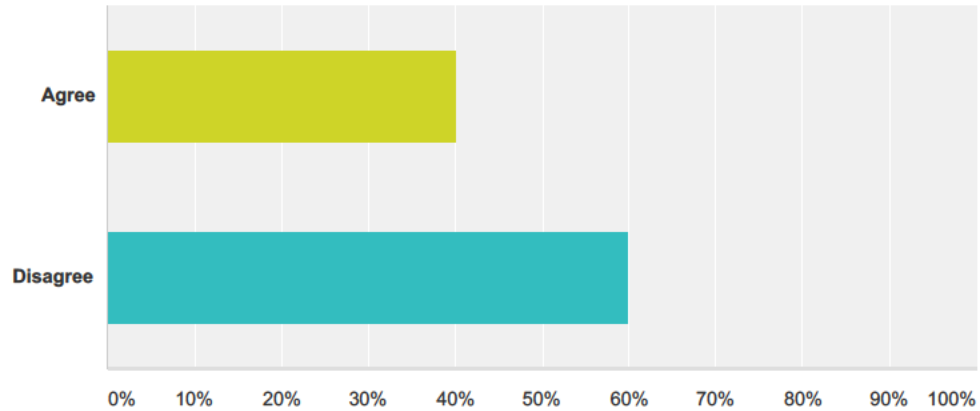
Answer Choices	Responses
Agree	50.00% 2
Disagree	50.00% 2
Total Respondents: 4	

#	Other (please specify)	Date
1	One of the Pre School rooms has been closed for a few months These children don't have consistency because they are not in their normal room without consistent staff They don't know who their primary teacher is Not even sure if observations are done for these children if there were to be a parent conference right now for these children what info would be given? We feel that without the consistency the classroom our child is in the staff doesn't necessarily know our child	10/6/2015 1 48 AM
2	Up until last week there was not consistent staff members in the room because of our staffing issue	10/5/2015 7 31 PM



**Q6 The Director has an open door policy and follows through expediently with any concerns I raise or questions I may have.**

Answered: 5 Skipped: 0

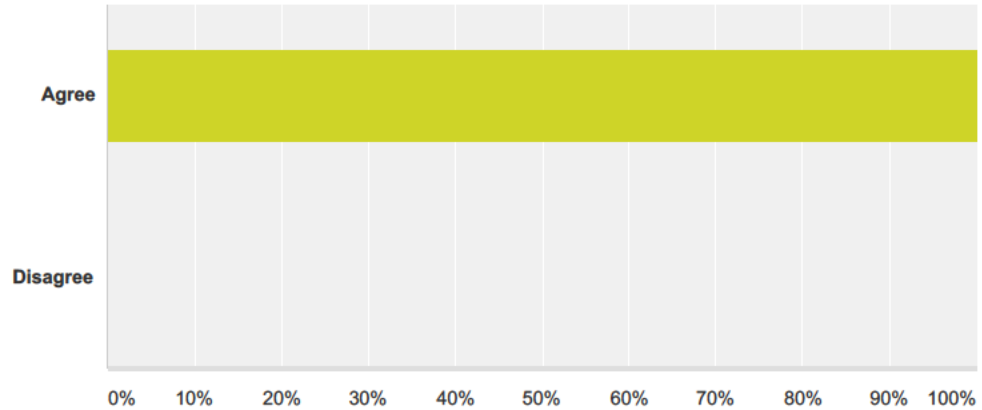


Answer Choices	Responses
Agree	40.00% 2
Disagree	60.00% 3
Total Respondents: 5	

#	Other (please specify)	Date
1	The current (b) (6) is not hands on and has not been since joining this location over 7 months ago Up until now very rare would see her around She does not take the time to get to know the parents of children n conversation she has a tendency to come across condescending	10/6/2015 1 22 PM
2	What director? s the director still the director at this center? We haven't seen her for weeks The trainer is easy to talk too Most communication with a "director" is done through the regional director	10/6/2015 1 48 AM

**Q7 I am aware that the Child Development Center (CDC) includes all children and makes accommodations for children with medical, (including medication administration) physical, or emotional social needs.**

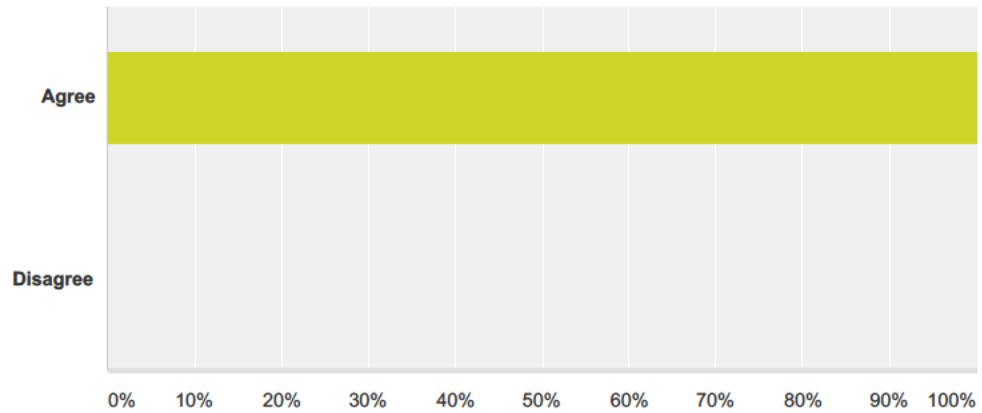
Answered: 5 Skipped: 0



Answer Choices	Responses	
Agree	100.00%	5
Disagree	0.00%	0
Total Respondents: 5		

**Q8 I am aware that there is a DoD Child Abuse and Neglect Hotline number for reporting suspected child abuse and neglect.**

Answered: 5 Skipped: 0

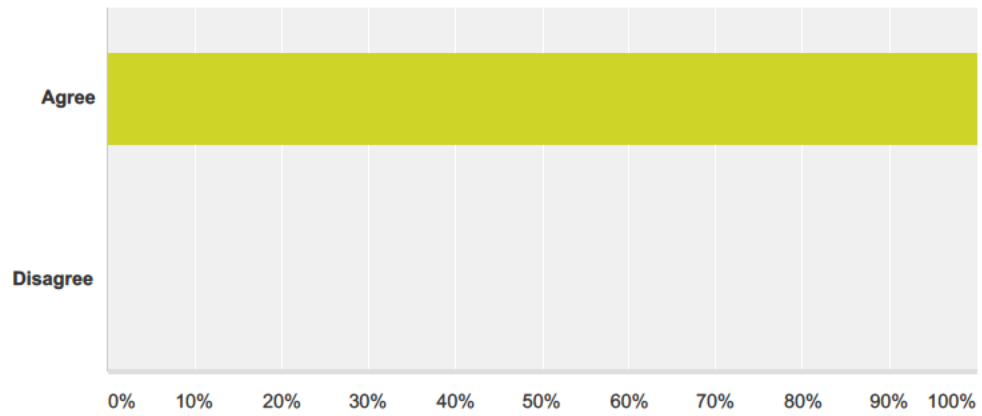


Answer Choices	Responses
Agree	100.00% 5
Disagree	0.00% 0
Total Respondents: 5	

#	Other (please specify)	Date
	There are no responses	

**Q9 My child is cared for in a clean, safe, and well maintained environment.**

Answered: 5 Skipped: 0

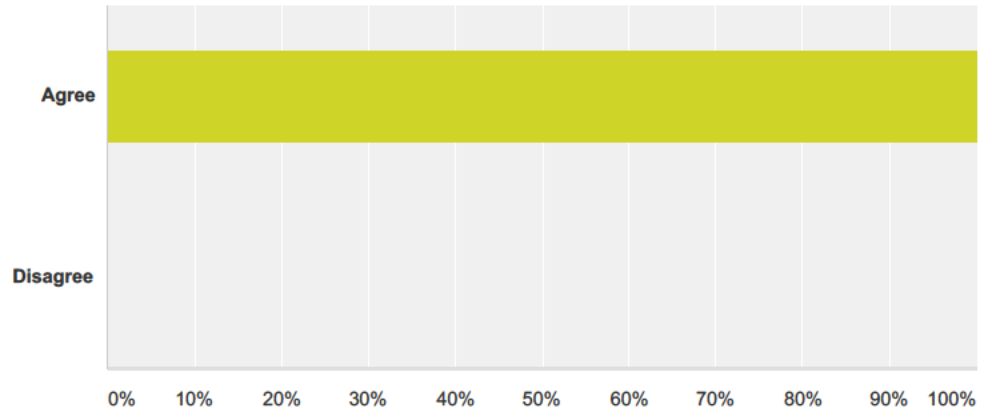


Answer Choices	Responses
Agree	100.00% 5
Disagree	0.00% 0
Total Respondents: 5	

#	Other (please specify)	Date
	There are no responses	

**Q10 Overall, I am satisfied with the quality of care I am receiving at the Child Development Center (CDC).**

Answered: 4 Skipped: 1

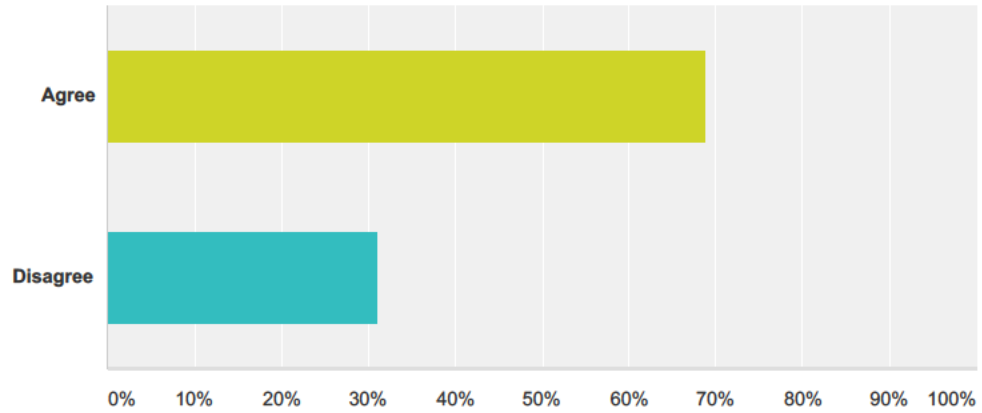


Answer Choices	Responses
Agree	100.00% 4
Disagree	0.00% 0
Total Respondents: 4	

#	Other (please specify)	Date
1	m satisfied now that she is finally in her own class again and has a consistent teacher whom she really likes [REDACTED]	10/5/2015 7 31 PM

**Q1 I have received a Child & Youth Programs (CYP) Parent Handbook and information about the Creative Curriculum.**

Answered: 29 Skipped: 1

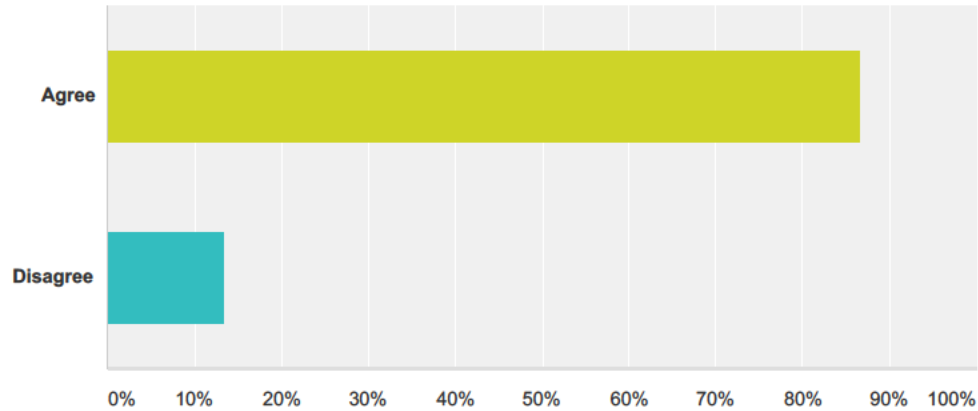


Answer Choices	Responses
Agree	68.97% 20
Disagree	31.03% 9
Total Respondents: 29	

#	Other (please specify)	Date
1	Sometimes magement doesn't follow the procedures in the parent hand book	9/30/2015 5 10 PM
2	don't remember f did it was about 2 years ago	9/29/2015 3 20 PM
3	didn't receive any update parent handbook and information about the creative curriculum since my son started the center only have 2011/2012	9/28/2015 7 14 PM
4	MAY HAVE BUT DON'T REMEMBER A NEW ONCE EACH YEAR WOULD BE N CE	9/28/2015 2 15 PM

## Q2 My child and I are greeted in a pleasant manner both at the front desk and in the classroom.

Answered: 30 Skipped: 0

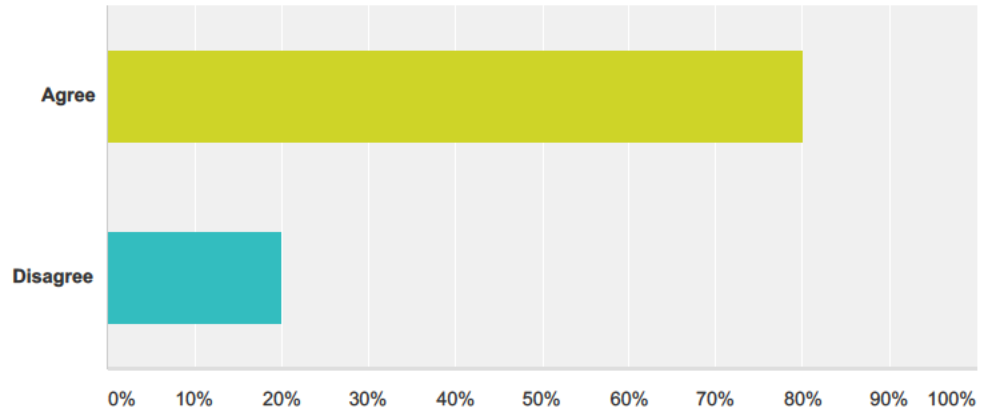


Answer Choices	Responses
Agree	86.67% 26
Disagree	13.33% 4
Total Respondents: 30	

#	Other (please specify)	Date
1	The morning front desk person doesn't usually greet us	10/1/2015 8 58 PM
2	Sometimes not	9/30/2015 7 37 PM
3	My child is greeted by his teachers every morning Management in the front desk seems rude or mad at times	9/30/2015 5 10 PM
4	when different teachers are covering the rooms sometimes they dont acknowledge your presense	9/29/2015 10 36 AM
5	Sometime we are not acknowledge those people in the front desk especially in the afternoon	9/28/2015 7 14 PM
6	This initially seemed to be an issue but the staff are SO PLEASANT now	9/28/2015 3 08 PM
7	Ocurs only about 75% of the time	9/28/2015 3 08 PM

**Q3 I am aware of parent participation opportunities including the Parent Involvement Board (PIB).**

Answered: 30 Skipped: 0



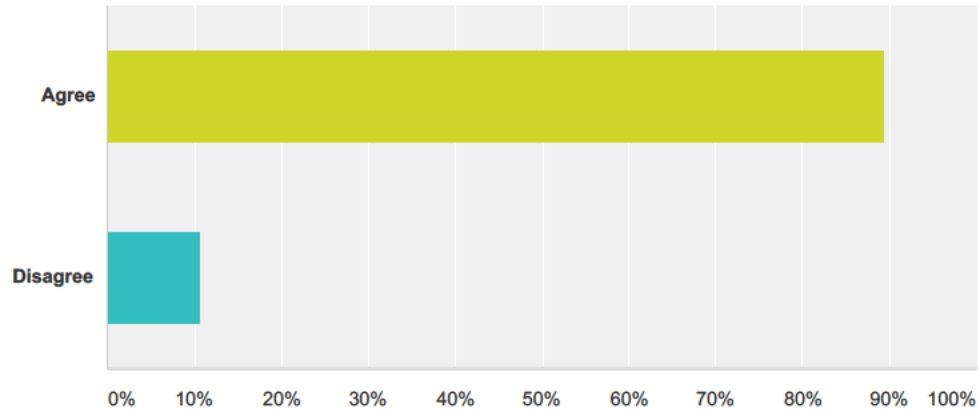
Answer Choices	Responses
Agree	80.00% 24
Disagree	20.00% 6
Total Respondents: 30	

#	Other (please specify)	Date
1	Parent info and meetings 've noticed are typically held during work hours (12 1 30pm) 'm unavailable at that time	10/1/2015 8 58 PM
2	The center provide some parent social The moral is not good	9/30/2015 5 10 PM



**Q4 I receive written information (for children under 3) or verbal (children over 3 years) daily about my child and am offered a family conference at least three times a year to discuss my child's progress.**

Answered: 28 Skipped: 2

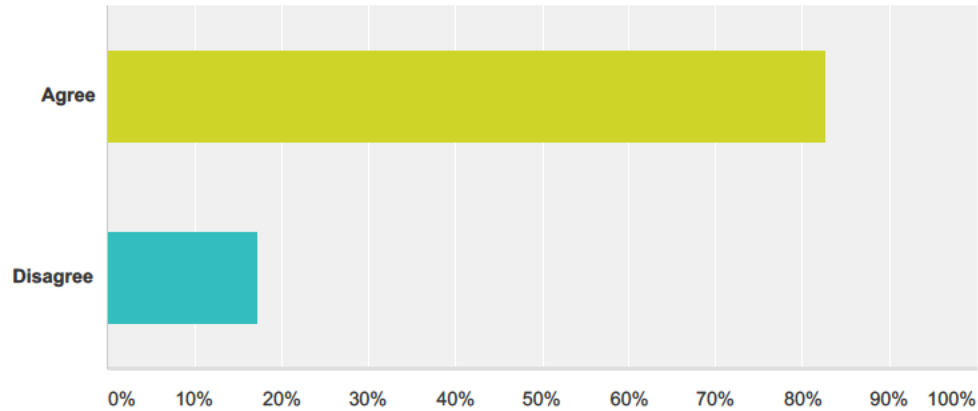


Answer Choices	Responses
Agree	89.29% 25
Disagree	10.71% 3
Total Respondents: 28	

#	Other (please specify)	Date
1	Verbal communication (over 3 years) is not done everyday Maybe 1 2 times a week	9/29/2015 3 20 PM
2	Not even close to accurate	9/28/2015 9 21 PM
3	My (b) (6) is (b) and there are more days than not that no teacher tells us anything about her day	9/28/2015 3 08 PM
4	Don't always receive verbal daily unless ask	9/28/2015 2 23 PM
5	USUALLY HAVE TO ASK HOW THE DAY WAS DONT GET DA L ES ANYMORE CONFERENCES ARE OFFERED	9/28/2015 2 15 PM

### Q5 There are consistent staff members in my child's classroom who know and understand my child.

Answered: 29 Skipped: 1

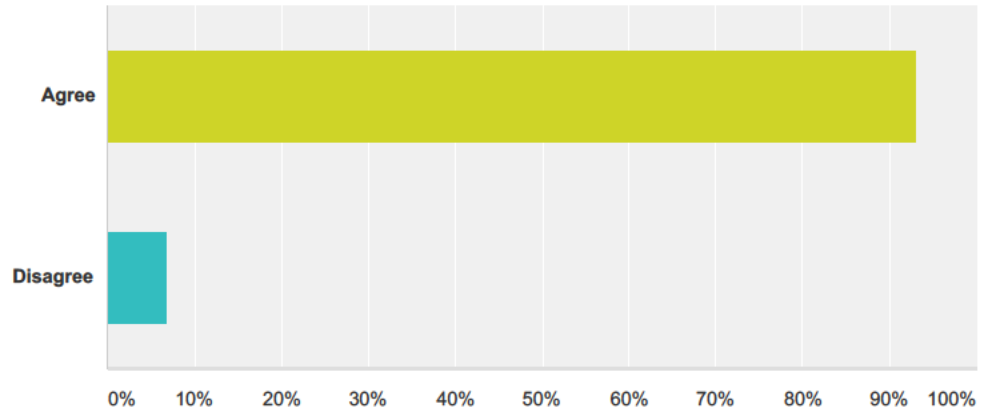


Answer Choices	Responses
Agree	82.76% 24
Disagree	17.24% 5
Total Respondents: 29	

#	Other (please specify)	Date
1	Children are often shuffled from classroom to classroom several times throughout the morning my child included feel children need consistency especially when trying to build a bond with their primary caregiver	10/1/2015 8 58 PM
2	Theres never consistent teacher in the morning Management always be closing rooms and teachers are always bouncing around The mornings are very chaotic children being transition in and out of classrooms due to being over ratio	9/30/2015 5 10 PM
3	pretoddler 1 teachers are AMAZ NG	9/29/2015 10 23 AM
4	No and the i'm consistent staff is one of my biggest problems with the daycare	9/28/2015 9 21 PM
5	Only (b) (6) primary teacher	9/28/2015 7 14 PM
6	My only issue with this is that when a teacher transitions it isnt really communicated They are just gone and we have had to ask what happened to them ts not a huge deal but it is nice to know when someone new is coming in Maybe have like a paper that says "Welcome Ms xxxx in Ms xxxs absence)	9/28/2015 3 08 PM
7	THERE ARE BUT THEY GET MOVED AROUND ALOT AND T WOULD BE N CE TO SEE MORE CONS STENCY	9/28/2015 2 15 PM

**Q6 The Director has an open door policy and follows through expediently with any concerns I raise or questions I may have.**

Answered: 29 Skipped: 1

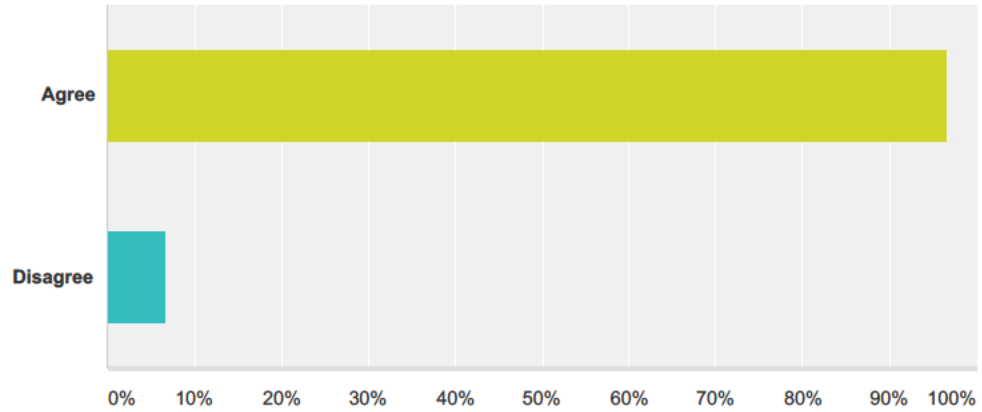


Answer Choices	Responses
Agree	93.10% 27
Disagree	6.90% 2
Total Respondents: 29	

#	Other (please specify)	Date
1	The Director runs this center very poorly She doesn't know how to manage this Child Developement Center For the passed two years this center has gone downhill This should be a happy place not chaos	9/30/2015 5 10 PM
2	n/a	9/29/2015 10 23 AM
3	have only had to meet once or twice and she has been great She makes time for me righ away and doesnt even ask that set up time	9/28/2015 3 08 PM

**Q7 I am aware that the Child Development Center (CDC) includes all children and makes accommodations for children with medical, (including medication administration) physical, or emotional social needs.**

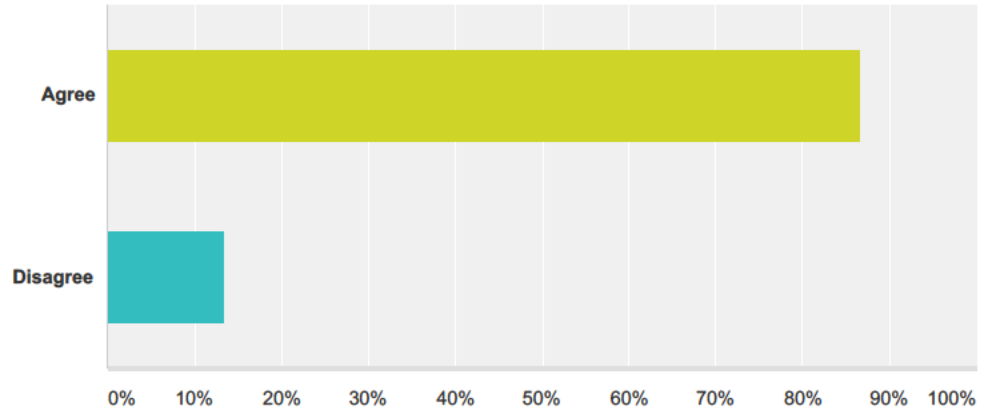
Answered: 30 Skipped: 0



Answer Choices	Responses	
Agree	96.67%	29
Disagree	6.67%	2
Total Respondents: 30		

**Q8 I am aware that there is a DoD Child Abuse and Neglect Hotline number for reporting suspected child abuse and neglect.**

Answered: 30 Skipped: 0

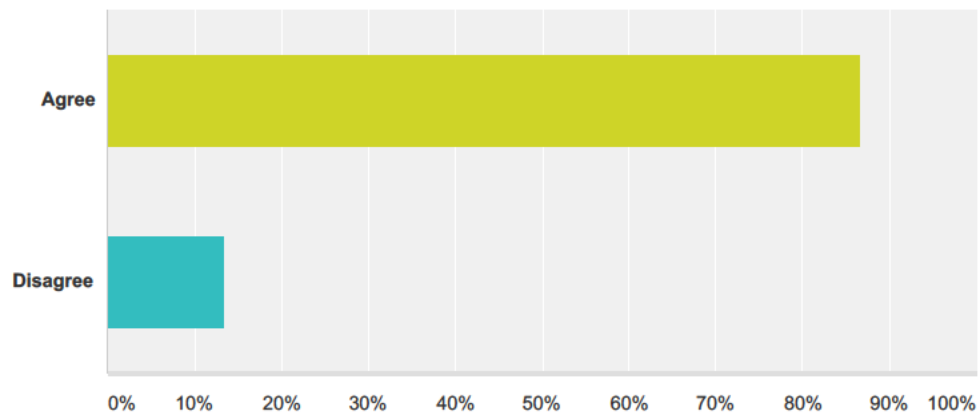


Answer Choices	Responses	
Agree	86.67%	26
Disagree	13.33%	4
Total Respondents: 30		

#	Other (please specify)	Date
	There are no responses	

### Q9 My child is cared for in a clean, safe, and well maintained environment.

Answered: 30 Skipped: 0

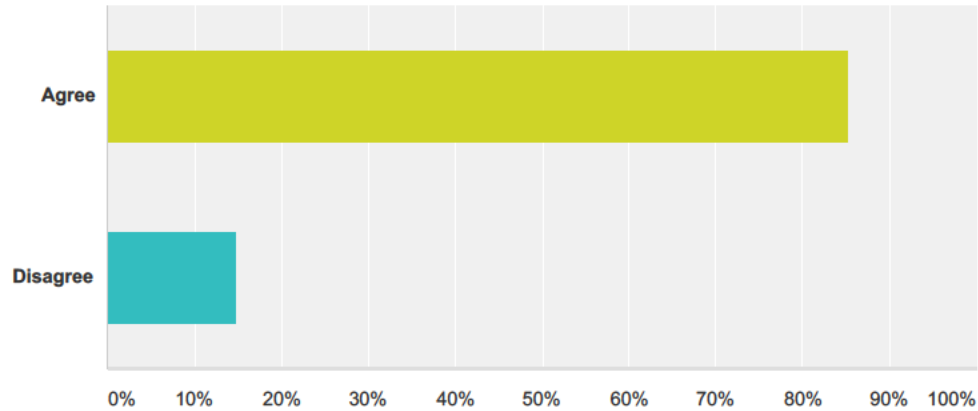


Answer Choices	Responses
Agree	86.67% 26
Disagree	13.33% 4
Total Respondents: 30	

#	Other (please specify)	Date
1	'm concerned about my child sleeping on a cot without a sheet on it	10/1/2015 8 58 PM
2	have a concern the dustpan and broom being in closet where there's clean toys sheets blankets etc saw the teacher putting the broom in the closet theirs no ventilation in there and dark place There's germs in the room and dustpan think that is very gross would love for you guys to go check this out as soon as possible don't think that the closet is a good idea for broom and dustpan storage	9/30/2015 5 10 PM
3	Bathroom are very dirty and only one toilet sit is working in my son class room	9/28/2015 7 14 PM
4	n comparison to civilian care CDC trumps in this department	9/28/2015 3 08 PM

**Q10 Overall, I am satisfied with the quality of care I am receiving at the Child Development Center (CDC).**

Answered: 27 Skipped: 3

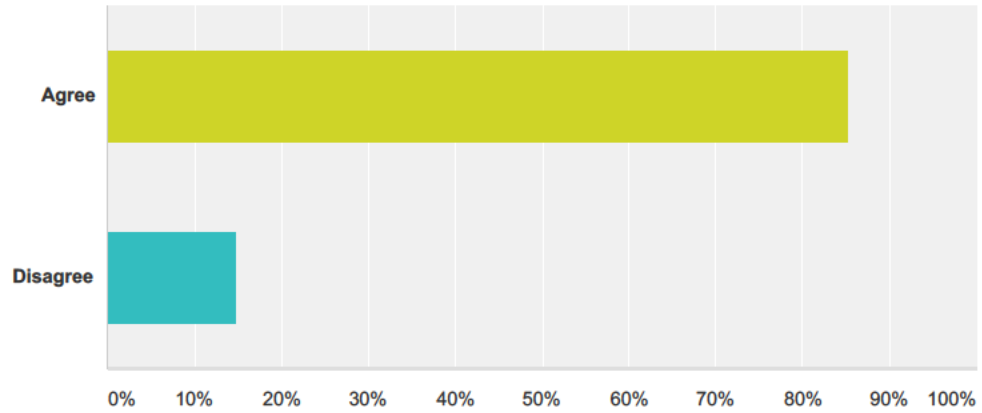


Answer Choices	Responses
Agree	85.19% 23
Disagree	14.81% 4
Total Respondents: 27	

#	Other (please specify)	Date
1	The teachers are outstanding However feel as if they are strapped because of being short staffed limited materials to support Creative Curriculum and working overtime everyday feel for these ladies and gentlemen wish could reward them for all of their hard work and dedication	10/1/2015 8 58 PM
2	love the teachers they are great Management NEED HELP The D RECTOR NEEDS TO LEARN HOW TO RUN A CENTER	9/30/2015 5 10 PM
3	like my son class room teacher are friendly but when never pick up my son at the playground most of the teacher don't get acknowledge	9/28/2015 7 14 PM
4	Somewhat They mixed up my breastmilk with another infant's bottle	9/28/2015 3 40 PM
5	would drive out of my way to keep my children here	9/28/2015 3 08 PM
6	SOMET ME FEEL L KE MY CH LD S NOT GETT NG THE BOND FROM HER TEACHERS L KE SHE USED TO BECAUSE OF NCONS STENCY FEEL THERE S SOMETH NG ELSE NOT MAK NG MY CH LD HAPPY AT THE CDC BUT HAVE YET TO P N PO NT T AT TH S T ME BUT SHE DOESNT L KE GO NG EVEN AFTER 3 YEARS THERE	9/28/2015 2 15 PM

**Q1 I have received a Child & Youth Programs (CYP) Parent Handbook and information about the Creative Curriculum.**

Answered: 27 Skipped: 0



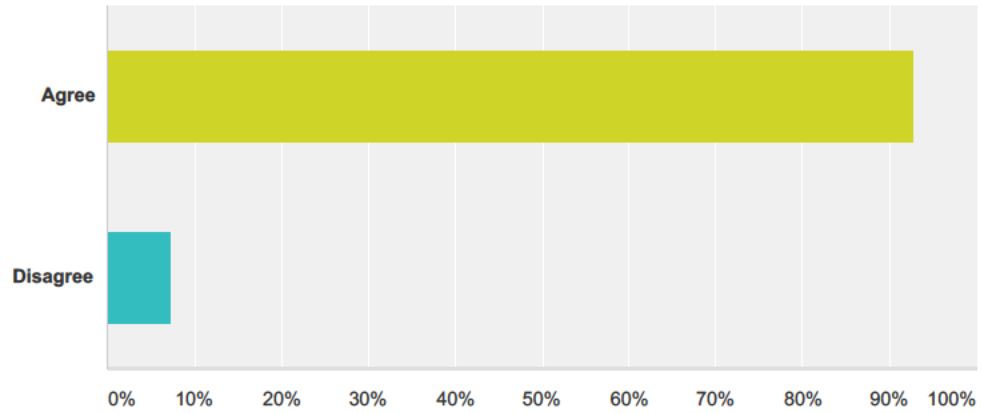
Answer Choices	Responses
Agree	85.19% 23
Disagree	14.81% 4
Total Respondents: 27	

#	Other (please specify)	Date
	There are no responses	



**Q2 My child and I are greeted in a pleasant manner both at the front desk and in the classroom.**

Answered: 27 Skipped: 0

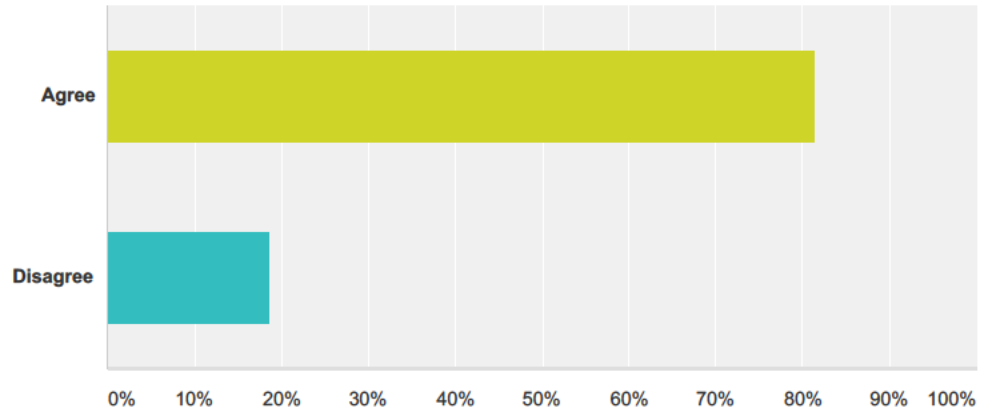


Answer Choices	Responses
Agree	92.59% 25
Disagree	7.41% 2
Total Respondents: 27	

#	Other (please specify)	Date
1	depends on the day	10/1/2015 2 42 PM
2	The staff is ALWAYS friendly and inviting	9/30/2015 11 01 AM
3	the women in the front office never seem very friendly	9/29/2015 3 05 PM

**Q3 I am aware of parent participation opportunities including the Parent Involvement Board (PIB).**

Answered: 27 Skipped: 0

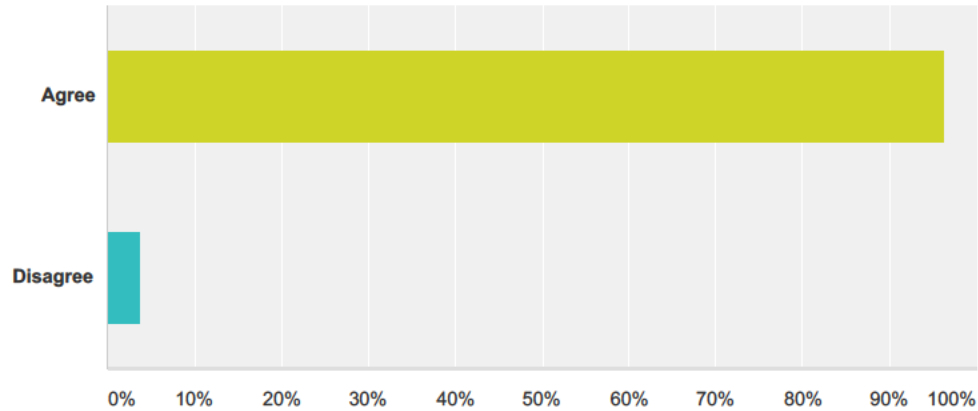


Answer Choices	Responses	
Agree	81.48%	22
Disagree	18.52%	5
Total Respondents: 27		

#	Other (please specify)	Date
	There are no responses	

**Q4 I receive written information (for children under 3) or verbal (children over 3 years) daily about my child and am offered a family conference at least three times a year to discuss my child's progress.**

Answered: 26 Skipped: 1

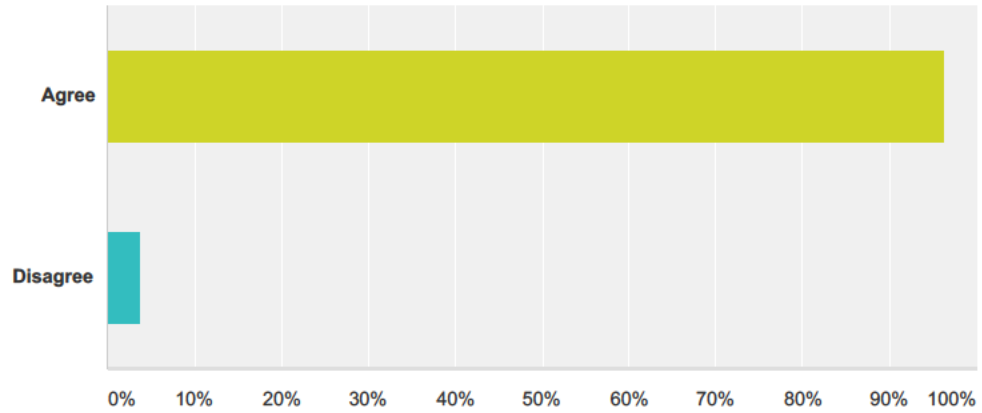


Answer Choices	Responses
Agree	96.15% 25
Disagree	3.85% 1
Total Respondents: 26	

#	Other (please specify)	Date
1	some days are not completely filled out	10/1/2015 2 42 PM
2	We just started and have not been offered a family conference yet t was talked about during orientation that they would be completed	9/29/2015 3 28 PM
3	We've never had a progress conference	9/29/2015 3 27 PM

**Q5 There are consistent staff members in my child's classroom who know and understand my child.**

Answered: 27 Skipped: 0

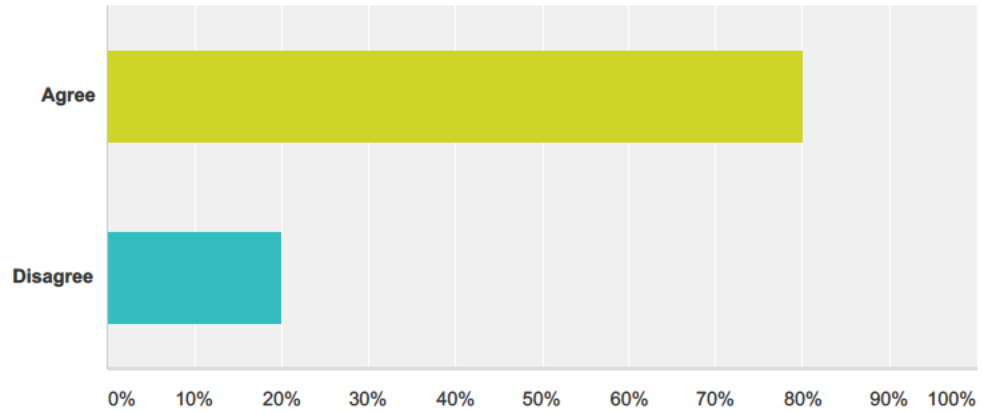


Answer Choices	Responses
Agree	96.30% 26
Disagree	3.70% 1
Total Respondents: 27	

#	Other (please specify)	Date
1	The dividers are fantastic (b) (6) are incredible with (b) (6) We love them	9/30/2015 11 01 AM

**Q6 The Director has an open door policy and follows through expediently with any concerns I raise or questions I may have.**

Answered: 25 Skipped: 2

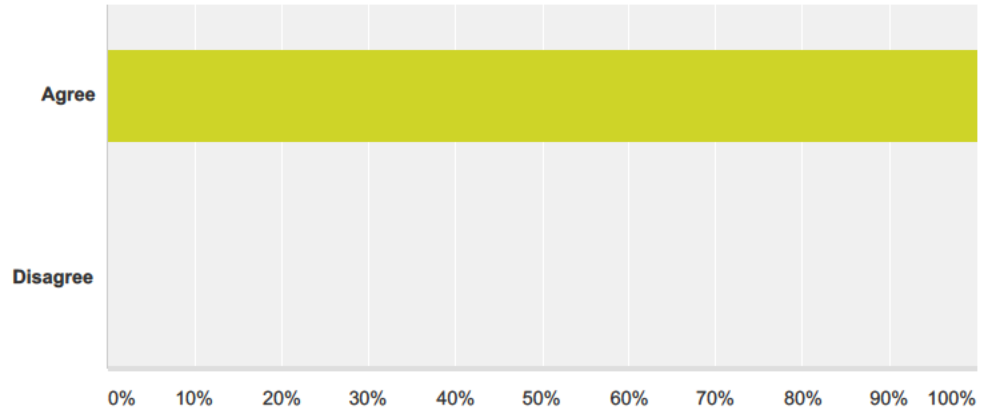


Answer Choices	Responses
Agree	80.00% 20
Disagree	20.00% 5
Total Respondents: 25	

#	Other (please specify)	Date
1	Assistant Director is FABULOUS (b) (6) is useless	9/29/2015 11 09 PM
2	Not sure	9/29/2015 5 41 PM
3	Met Director once	9/29/2015 5 24 PM
4	Assistant director doesn't follow through	9/29/2015 4 59 PM

**Q7 I am aware that the Child Development Center (CDC) includes all children and makes accommodations for children with medical, (including medication administration) physical, or emotional social needs.**

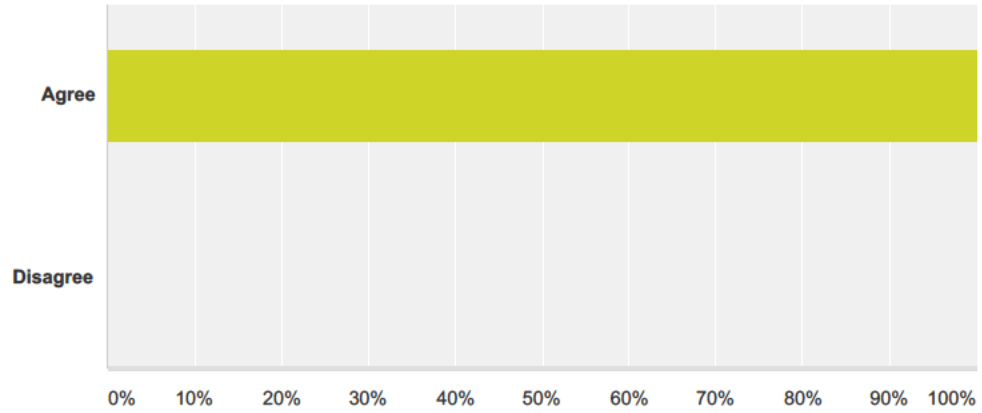
Answered: 27 Skipped: 0



Answer Choices	Responses
Agree	100.00% 27
Disagree	0.00% 0
Total Respondents: 27	

**Q8 I am aware that there is a DoD Child Abuse and Neglect Hotline number for reporting suspected child abuse and neglect.**

Answered: 27 Skipped: 0

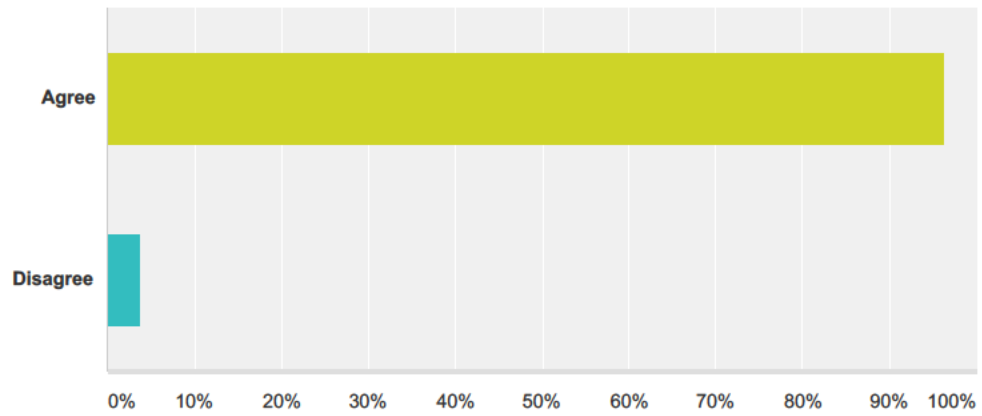


Answer Choices	Responses
Agree	100.00% 27
Disagree	0.00% 0
Total Respondents: 27	

#	Other (please specify)	Date
	There are no responses	

**Q9 My child is cared for in a clean, safe, and well maintained environment.**

Answered: 27 Skipped: 0



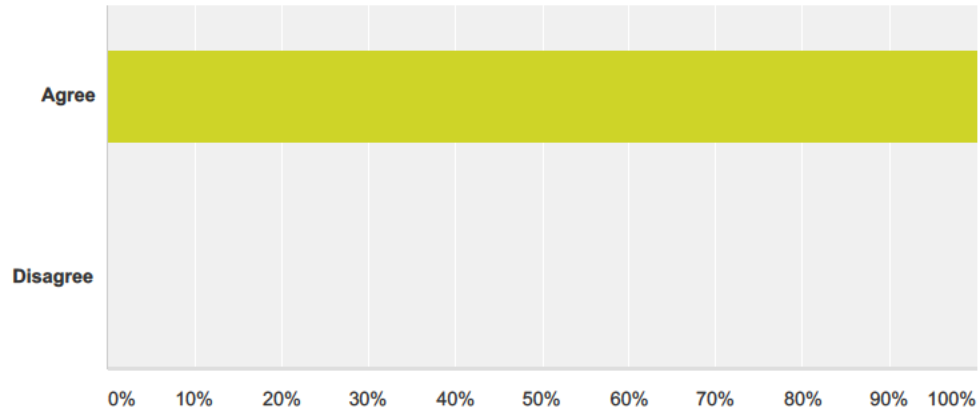
Answer Choices	Responses	
Agree	96.30%	26
Disagree	3.70%	1
Total Respondents: 27		

#	Other (please specify)	Date
	There are no responses	



**Q10 Overall, I am satisfied with the quality of care I am receiving at the Child Development Center (CDC).**

Answered: 27 Skipped: 0

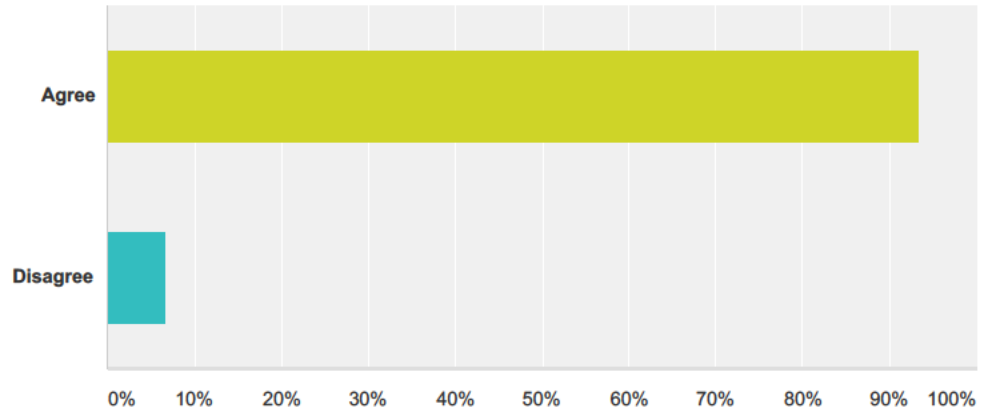


Answer Choices	Responses
Agree	100.00% 27
Disagree	0.00% 0
Total Respondents: 27	

#	Other (please specify)	Date
1	would prefer my child have her diaper changed either right when she poops so she doesn't develop vaginal rashes	10/1/2015 2 42 PM
2	Thank you to the whole staff for caring for (b) (6) You are all wonderful keep up the great work	9/30/2015 11 01 AM
3	think the staff can be a little more compassionate to the children and help new children transition a little better into the facility	9/29/2015 5 41 PM

**Q1 I have received a Child & Youth Programs (CYP) Parent Handbook and information about the Creative Curriculum.**

Answered: 15 Skipped: 0

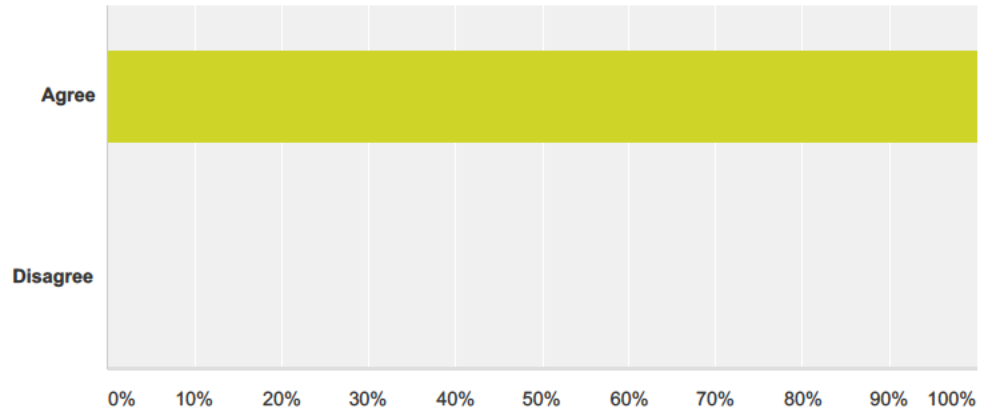


Answer Choices	Responses	
Agree	93.33%	14
Disagree	6.67%	1
Total Respondents: 15		

#	Other (please specify)	Date
	There are no responses	

**Q2 My child and I are greeted in a pleasant manner both at the front desk and in the classroom.**

Answered: 14 Skipped: 1

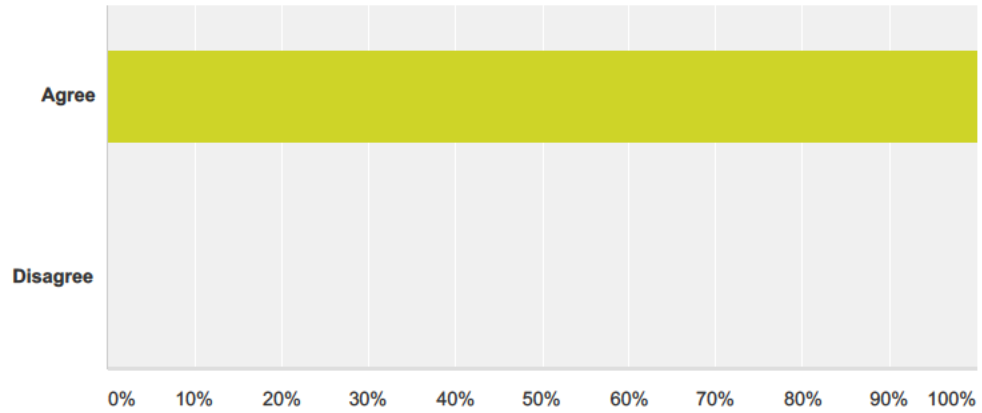


Answer Choices	Responses
Agree	100.00% 14
Disagree	0.00% 0
Total Respondents: 14	

#	Other (please specify)	Date
	There are no responses	

**Q3 I am aware of parent participation opportunities including the Parent Involvement Board (PIB).**

Answered: 15 Skipped: 0

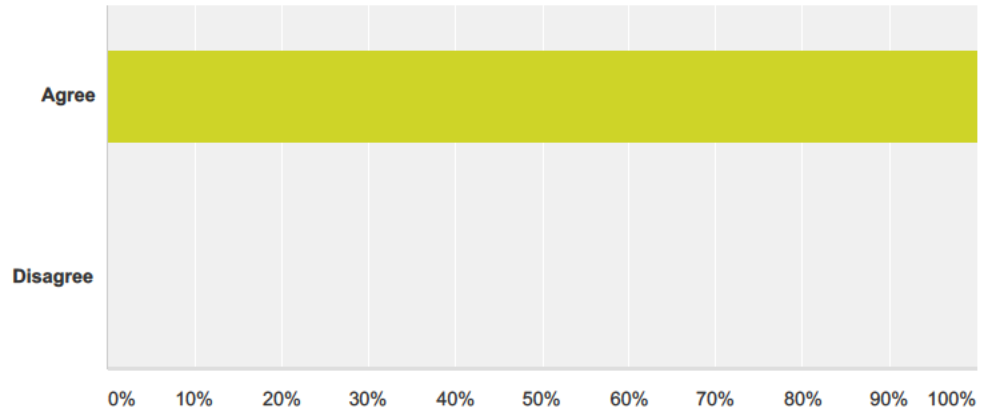


Answer Choices	Responses
Agree	100.00% 15
Disagree	0.00% 0
Total Respondents: 15	

#	Other (please specify)	Date
	There are no responses	

**Q4 I receive written information (for children under 3) or verbal (children over 3 years) daily about my child and am offered a family conference at least three times a year to discuss my child's progress.**

Answered: 15 Skipped: 0

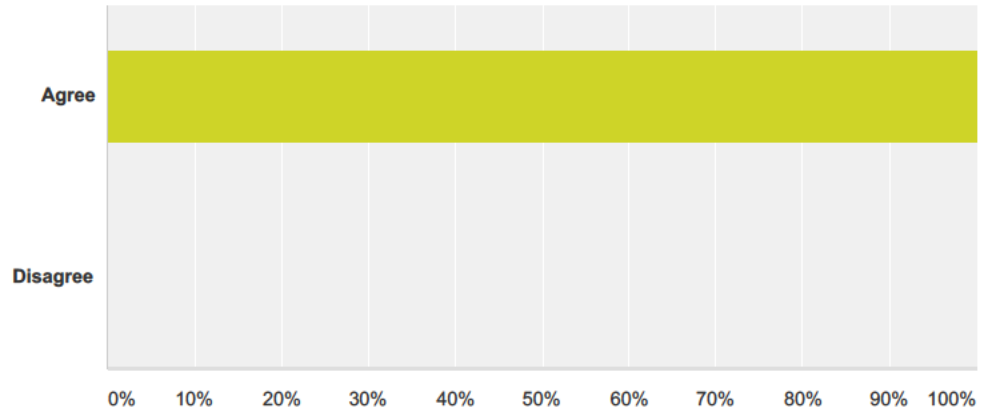


Answer Choices	Responses
Agree	100.00% 15
Disagree	0.00% 0
Total Respondents: 15	

#	Other (please specify)	Date
	There are no responses	

**Q5 There are consistent staff members in my child's classroom who know and understand my child.**

Answered: 15 Skipped: 0

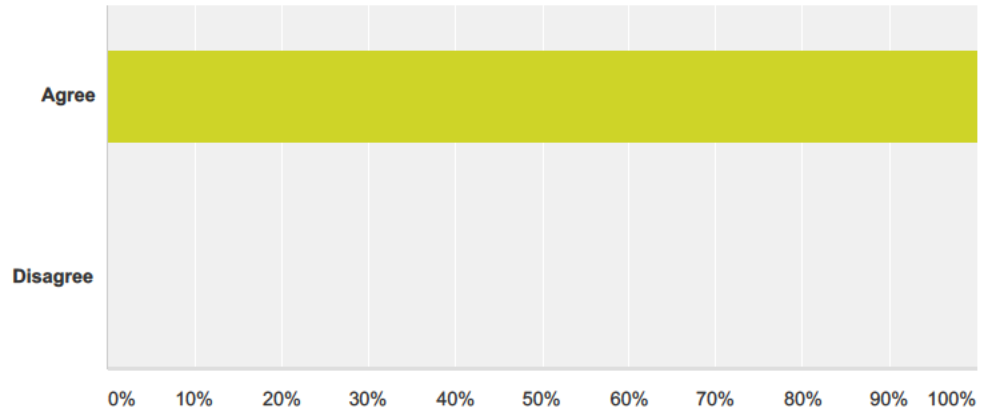


Answer Choices	Responses
Agree	100.00% 15
Disagree	0.00% 0
Total Respondents: 15	

#	Other (please specify)	Date
1	LOve the staff in (b) (6) room she enjoys coming everyday and looks forward to seeing them	8/7/2015 12 12 PM

**Q6 The Director has an open door policy and follows through expediently with any concerns I raise or questions I may have.**

Answered: 14 Skipped: 1

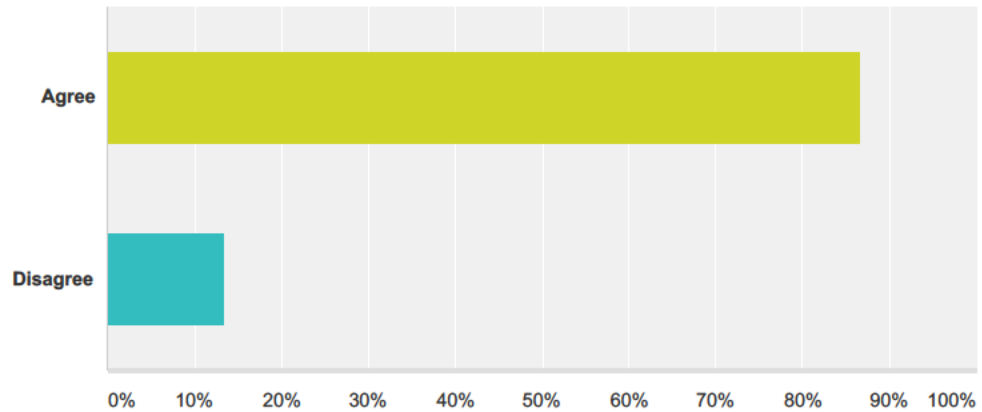


Answer Choices	Responses
Agree	100.00% 14
Disagree	0.00% 0
Total Respondents: 14	

#	Other (please specify)	Date
1	i didnt know	8/7/2015 10 26 AM

**Q7 I am aware that the Child Development Center (CDC) includes all children and makes accommodations for children with medical, (including medication administration) physical, or emotional social needs.**

Answered: 15 Skipped: 0

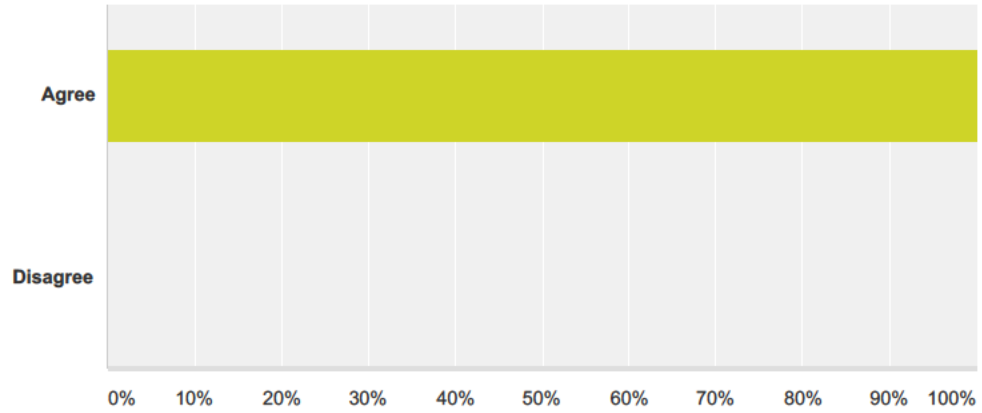


Answer Choices	Responses	
Agree	86.67%	13
Disagree	13.33%	2
Total Respondents: 15		



**Q8 I am aware that there is a DoD Child Abuse and Neglect Hotline number for reporting suspected child abuse and neglect.**

Answered: 15 Skipped: 0

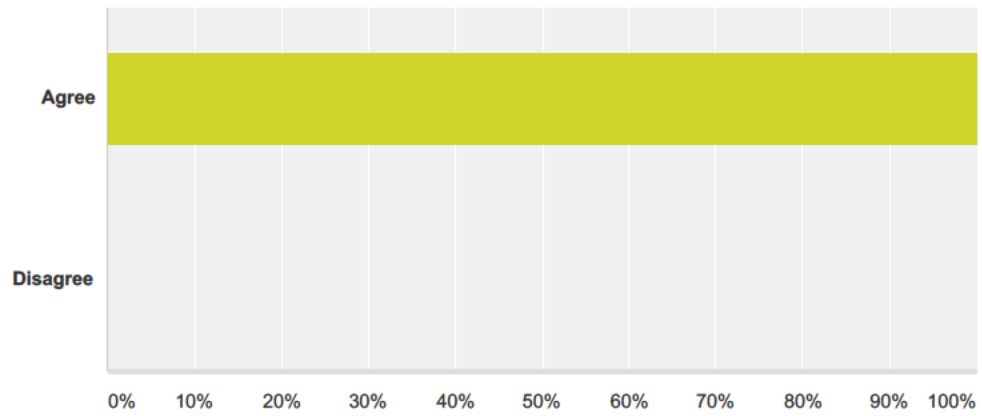


Answer Choices	Responses
Agree	100.00% 15
Disagree	0.00% 0
Total Respondents: 15	

#	Other (please specify)	Date
	There are no responses	

**Q9 My child is cared for in a clean, safe, and well maintained environment.**

Answered: 14 Skipped: 1

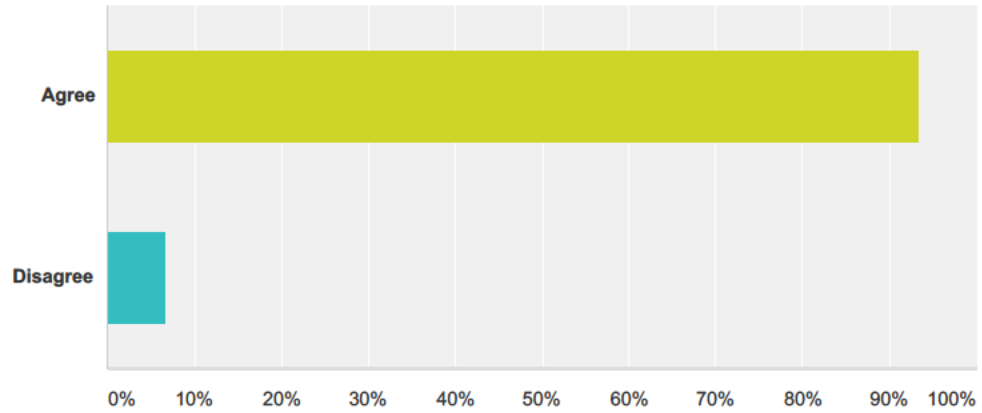


Answer Choices	Responses
Agree	100.00% 14
Disagree	0.00% 0
Total Respondents: 14	

#	Other (please specify)	Date
1	Could be cleaner	8/7/2015 12 03 AM

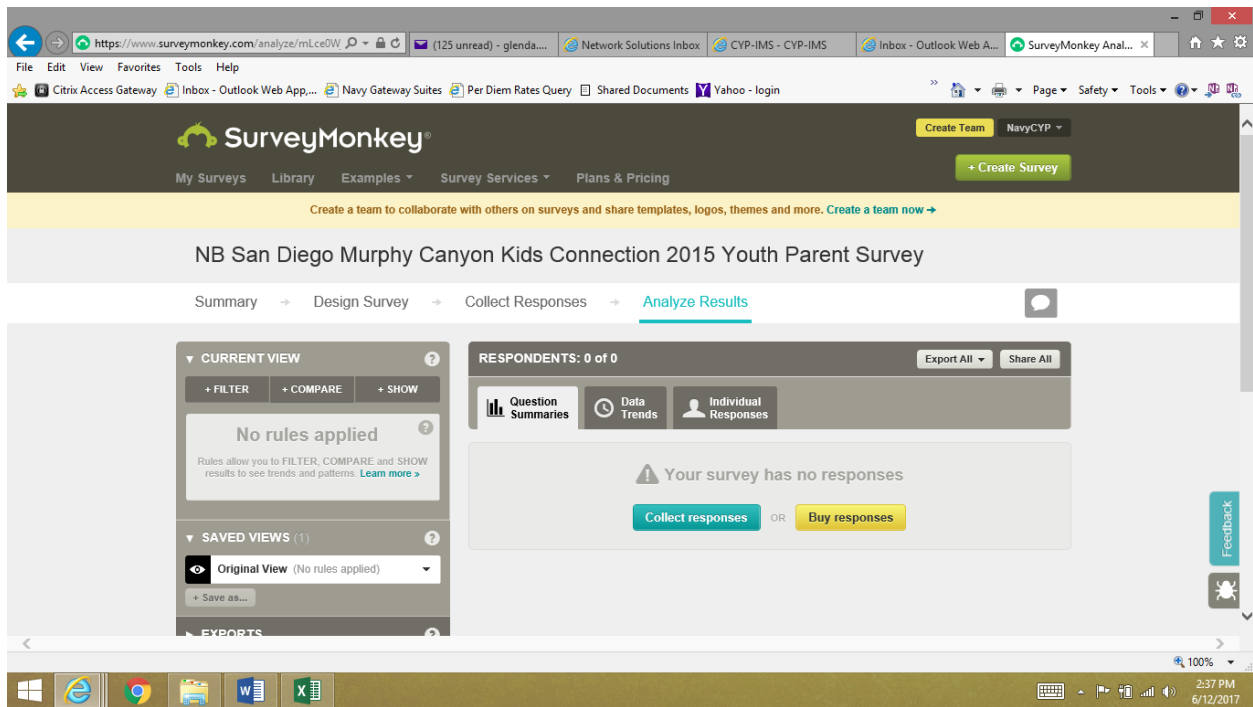
**Q10 Overall, I am satisfied with the quality of care I am receiving at the Child Development Center (CDC).**

Answered: 15 Skipped: 0



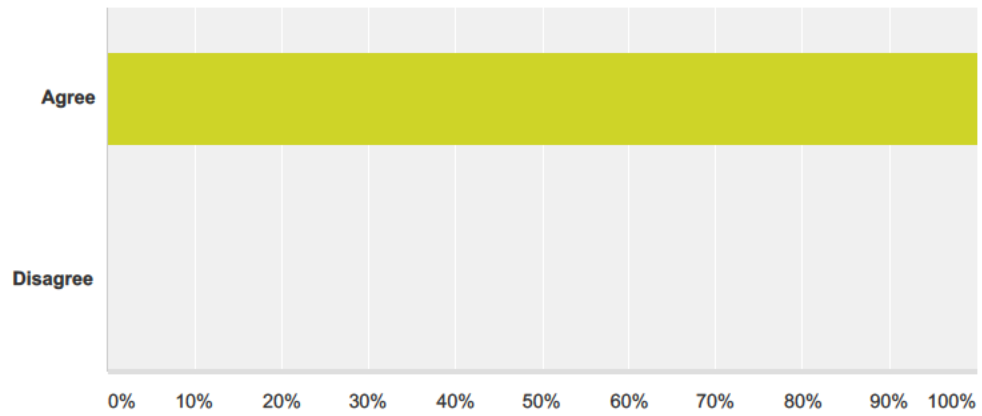
Answer Choices	Responses
Agree	93.33% 14
Disagree	6.67% 1
Total Respondents: 15	

#	Other (please specify)	Date
1	The teachers in her room (b) (6) are outstanding at what they do They show great patience with the children and will be sad to take her out for Kindergarten come Sept	8/7/2015 12 12 PM



## Q1 I have received a Child & Youth Programs (CYP) Parent Handbook.

Answered: 10 Skipped: 0

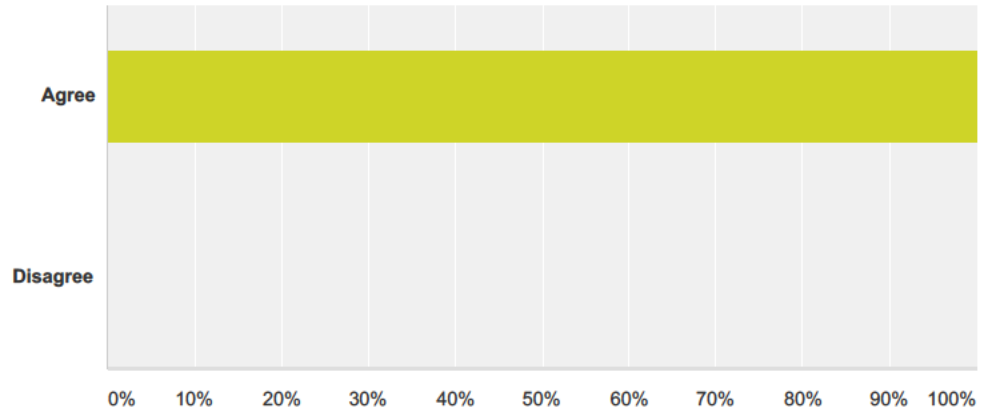


Answer Choices	Responses
Agree	100.00% 10
Disagree	0.00% 0
Total Respondents: 10	

#	Other (please specify)	Date
	There are no responses	

**Q2 My child and I are greeted in a pleasant manner both at the front desk and in the activity areas.**

Answered: 10 Skipped: 0

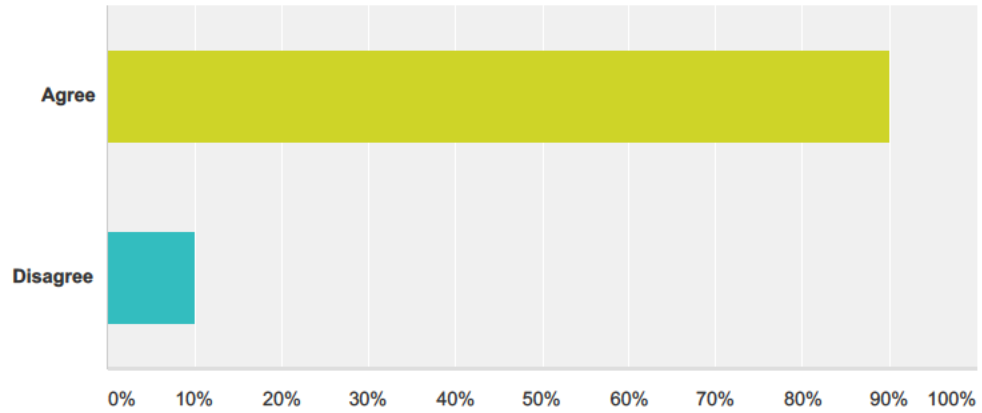


Answer Choices	Responses
Agree	100.00% 10
Disagree	0.00% 0
Total Respondents: 10	

#	Other (please specify)	Date
	There are no responses	

**Q3 I am aware of parent participation opportunities including the Parent Involvement Board (PIB).**

Answered: 10 Skipped: 0

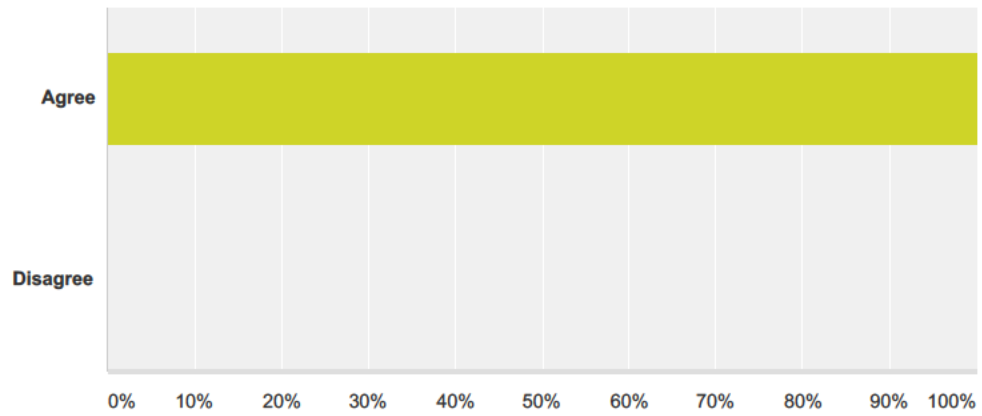


Answer Choices	Responses
Agree	90.00% 9
Disagree	10.00% 1
Total Respondents: 10	

#	Other (please specify)	Date
	There are no responses	

### Q4 My child enjoys the activities provided at the School Age Care (SAC)/Youth center?

Answered: 10 Skipped: 0



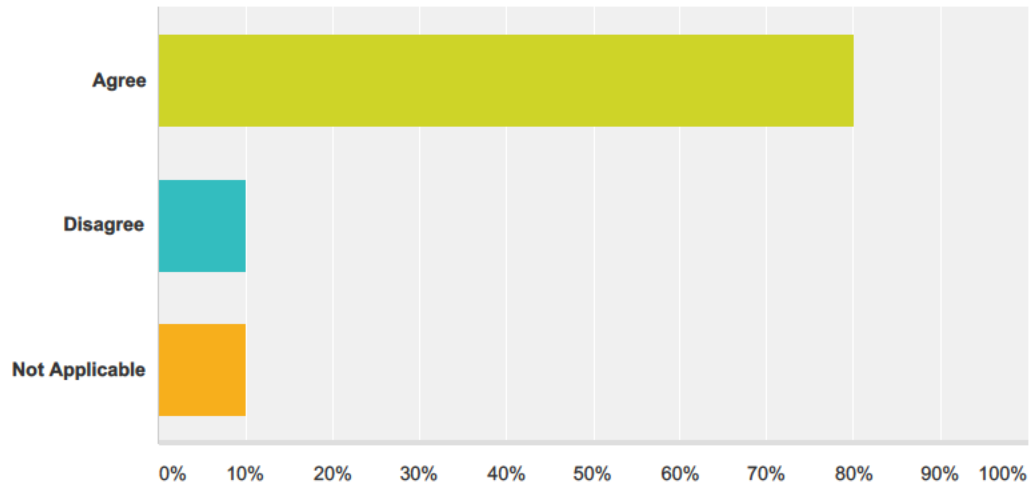
Answer Choices	Responses
Agree	100.00% 10
Disagree	0.00% 0
Total Respondents: 10	

#	Other (please specify)	Date
	There are no responses	



**Q5 I am am aware that a Youth Sponsorship Program is established to assist newly arriving youth, grades 3-12, with integration into available youth programs.**

Answered: 10 Skipped: 0

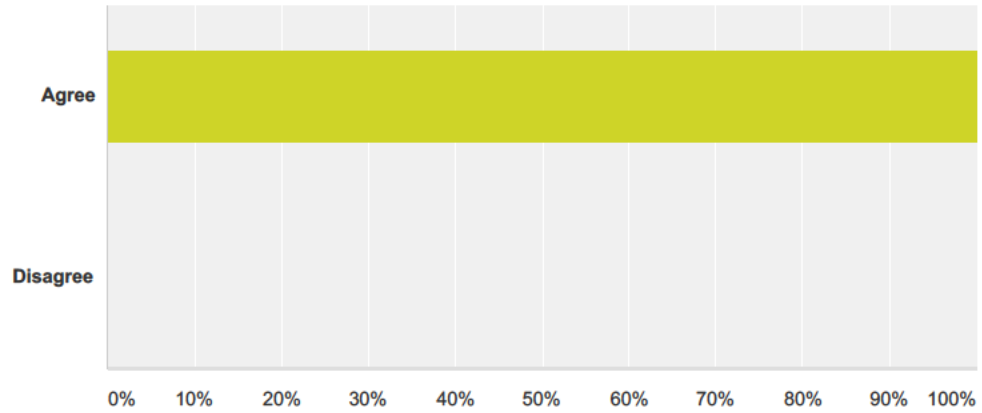


Answer Choices	Responses
Agree	80.00% 8
Disagree	10.00% 1
Not Applicable	10.00% 1
<b>Total</b>	<b>10</b>

#	Other (please specify)	Date
	There are no responses	

**Q6 The Director has an open door policy and follows through expediently with any concerns I raise or questions I may have.**

Answered: 10 Skipped: 0

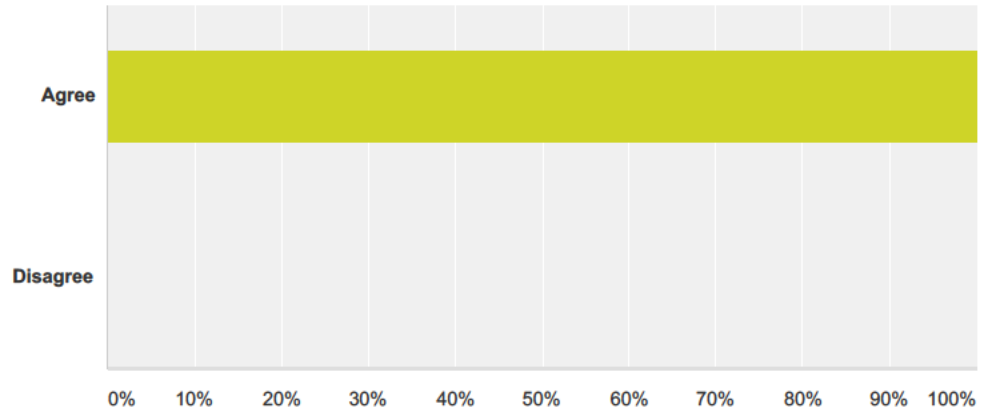


Answer Choices	Responses
Agree	100.00% 10
Disagree	0.00% 0
Total Respondents: 10	

#	Other (please specify)	Date
	There are no responses	

**Q7 I am aware that the Youth Program includes all children and makes accommodations for children with medical, (including medication administration) physical or emotional special needs.**

Answered: 10 Skipped: 0

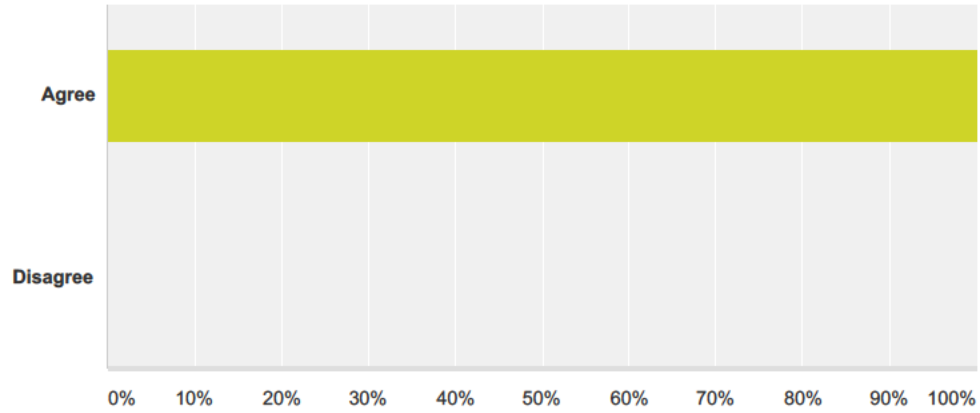


Answer Choices	Responses
Agree	100.00% 10
Disagree	0.00% 0
Total Respondents: 10	

#	Other (please specify)	Date
	There are no responses	

**Q8 I am aware that there is a DoD Child Abuse and Neglect Hotline number for reporting suspected child abuse and neglect.**

Answered: 10 Skipped: 0

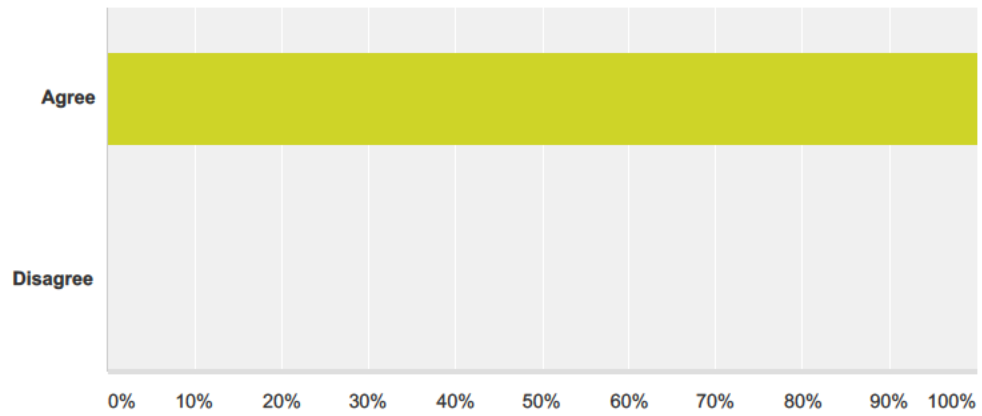


Answer Choices	Responses
Agree	100.00% 10
Disagree	0.00% 0
Total Respondents: 10	

#	Other (please specify)	Date
	There are no responses	

**Q9 My child is cared for in a clean, safe and well maintained environment.**

Answered: 10 Skipped: 0

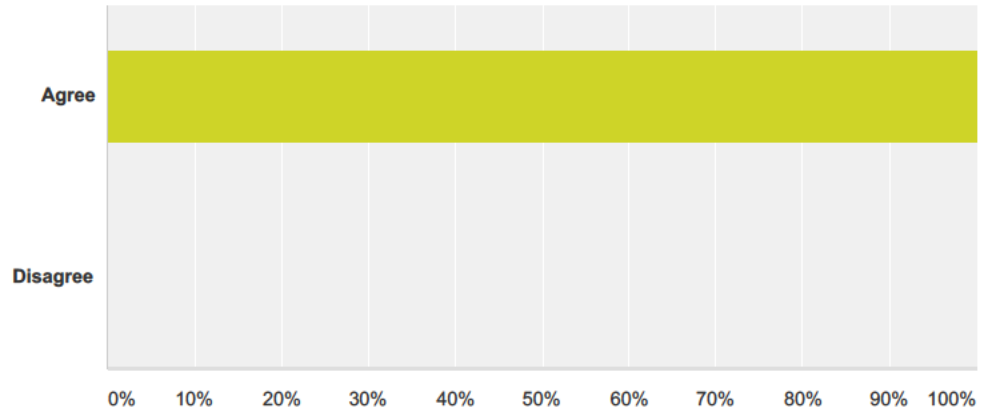


Answer Choices	Responses
Agree	100.00% 10
Disagree	0.00% 0
Total Respondents: 10	

#	Other (please specify)	Date
	There are no responses	

**Q10 Overall, I am satisfied with the quality of care I am receiving at the SAC/Youth program**

Answered: 10 Skipped: 0

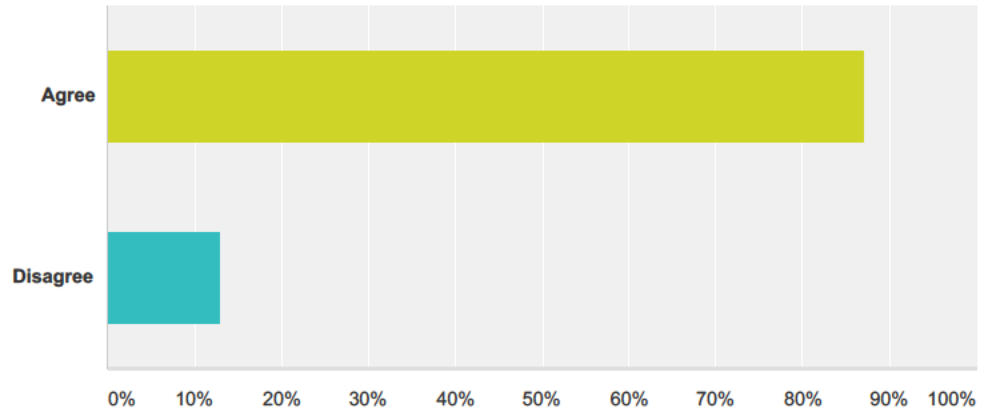


Answer Choices	Responses
Agree	100.00% 10
Disagree	0.00% 0
Total Respondents: 10	

#	Other (please specify)	Date
1	The staff and care providers are very professional knowledgable and approachable My two daughters have been attending the Murphy Canyon Youth Center since 2011 and am extremely happy and satisfied with this youth center (b) (6) and (b) (6) are amazing Thank you for providing us with such a great service and piece of mind	8/6/2015 8 34 PM

**Q1 I have received a Child & Youth Programs (CYP) Parent Handbook and information about the Creative Curriculum.**

Answered: 23 Skipped: 1

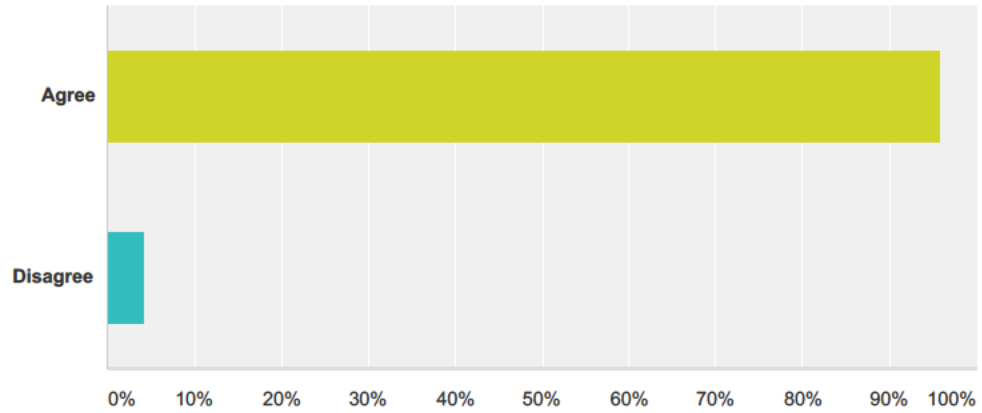


Answer Choices	Responses
Agree	86.96% 20
Disagree	13.04% 3
Total Respondents: 23	

#	Other (please specify)	Date
1	have the Parent Handbook but am uncertain if have received Creative Curriculum information	11/18/2015 11 55 PM
2	believe received this at enrollment not entirely sure	11/13/2015 6 15 PM

**Q2 My child and I are greeted in a pleasant manner both at the front desk and in the classroom.**

Answered: 24 Skipped: 0



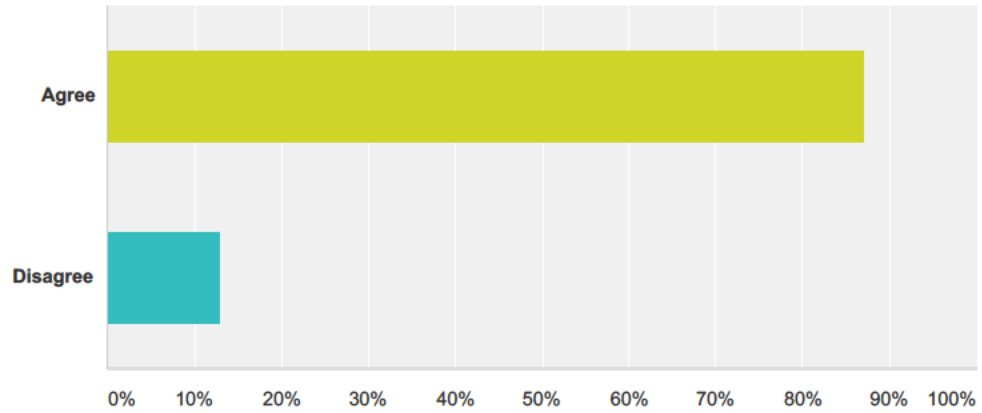
Answer Choices	Responses
Agree	95.83% 23
Disagree	4.17% 1
Total Respondents: 24	

#	Other (please specify)	Date
1	(b) (6) and anyone else at the front desk is always very welcoming friendly and professional	11/13/2015 8 32 PM
2	On occasion	11/13/2015 6 23 PM
3	Very personable Best out of 3 locations used	11/13/2015 5 14 PM



**Q3 I am aware of parent participation opportunities including the Parent Involvement Board (PIB).**

Answered: 23 Skipped: 1

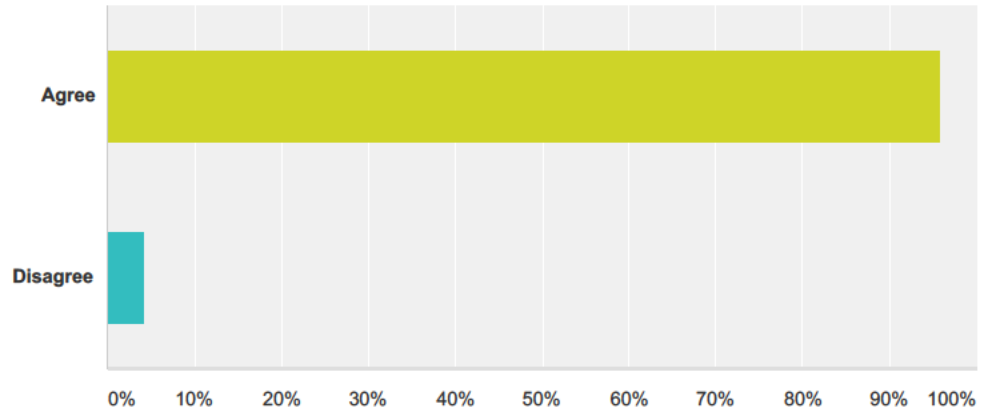


Answer Choices	Responses
Agree	86.96% 20
Disagree	13.04% 3
Total Respondents: 23	

#	Other (please specify)	Date
1	always know of events but do not know much about the P B	11/18/2015 11 55 PM
2	've heard of them but don't know specific opportunities	11/13/2015 8 03 PM
3	am aware that these opportunities exist but don't feel as though they are well advertised as do not know when they occur	11/13/2015 6 15 PM

**Q4 I receive written information (for children under 3) or verbal (children over 3 years) daily about my child and am offered a family conference at least three times a year to discuss my child's progress.**

Answered: 24 Skipped: 0

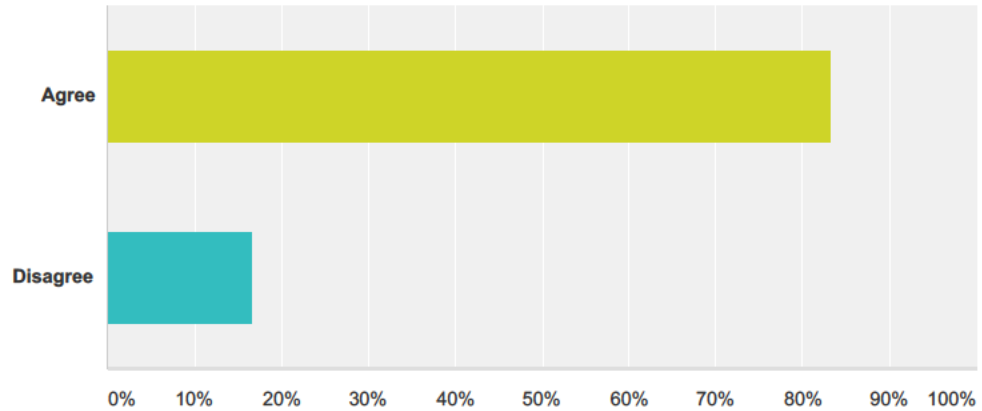


Answer Choices	Responses
Agree	95.83% 23
Disagree	4.17% 1
Total Respondents: 24	

#	Other (please specify)	Date
1	receive daily written information about my child but have never been offered a family conference in the 6 months that my children have been enrolled at this center	11/13/2015 6 15 PM

**Q5 There are consistent staff members in my child's classroom who know and understand my child.**

Answered: 24 Skipped: 0

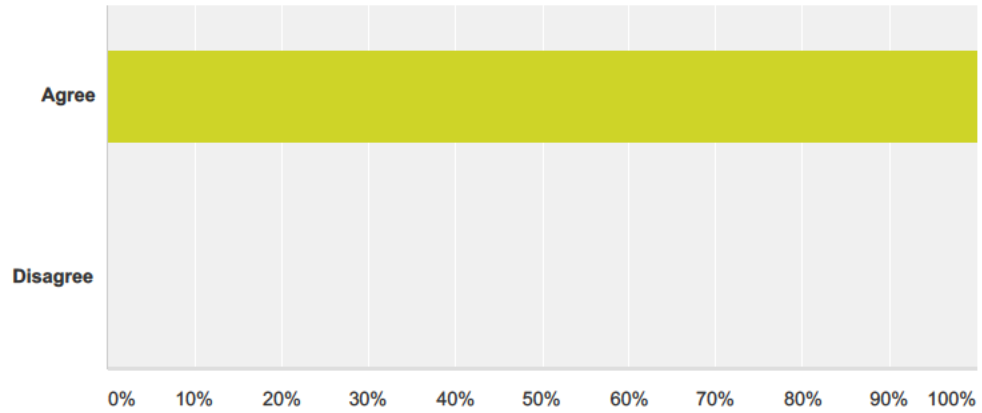


Answer Choices	Responses
Agree	83.33% 20
Disagree	16.67% 4
Total Respondents: 24	

#	Other (please specify)	Date
1	Frequently when get to the classroom in the afternoon the staff there is unable to answer basic questions (why my daughter is in different clothes how she ate etc ) because the teachers were not there during the day and did not receive a passdown	11/20/2015 1 08 AM
2	(b) (6) and (b) (6) are AMAZ NG teachers and we feel incredibly grateful and blessed that our son is in their classroom All of the staff from the circulating teachers to the kitchen to the custodial staff are always friendly professional and welcoming	11/13/2015 8 32 PM
3	There are times pick up my daughter and they aren't sure how long she napped or what she ate or why her clothes are changed have found that a caretaker that knows may be on a break but they haven't turned over information to the teachers that remain in the room	11/13/2015 5 25 PM

**Q6 The Director has an open door policy and follows through expediently with any concerns I raise or questions I may have.**

Answered: 23 Skipped: 1

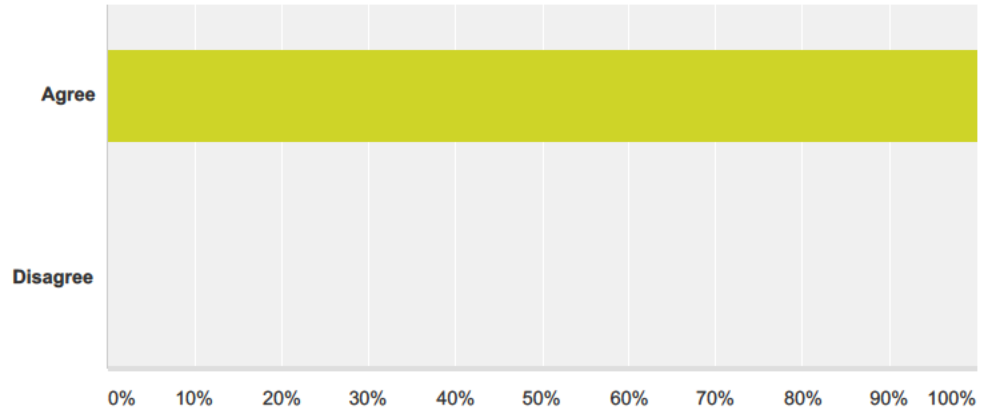


Answer Choices	Responses
Agree	100.00% 23
Disagree	0.00% 0
Total Respondents: 23	

#	Other (please specify)	Date
1	N/a	11/13/2015 10 18 PM
2	Although 've never raised a question or concern with the Director	11/13/2015 6 15 PM
3	Never met director but assistant director (b) (5) is excellent	11/13/2015 5 14 PM

**Q7 I am aware that the Child Development Center (CDC) includes all children and makes accommodations for children with medical, (including medication administration) physical, or emotional social needs.**

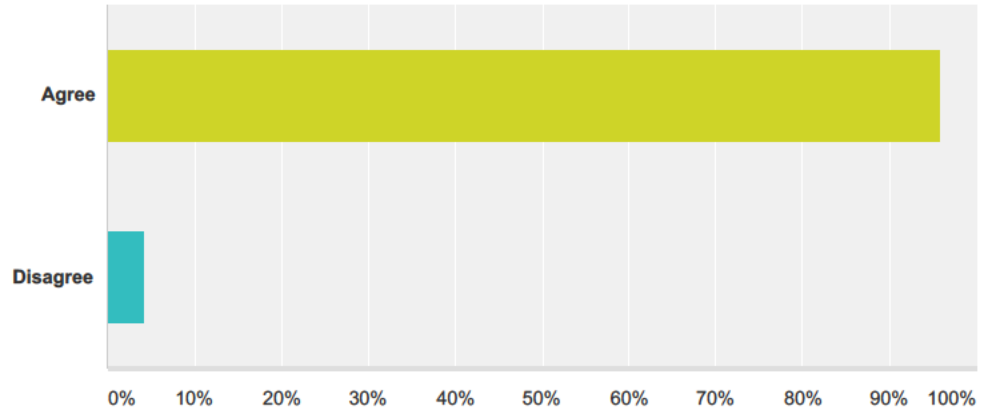
Answered: 24 Skipped: 0



Answer Choices	Responses
Agree	100.00% 24
Disagree	0.00% 0
Total Respondents: 24	

**Q8 I am aware that there is a DoD Child Abuse and Neglect Hotline number for reporting suspected child abuse and neglect.**

Answered: 24 Skipped: 0

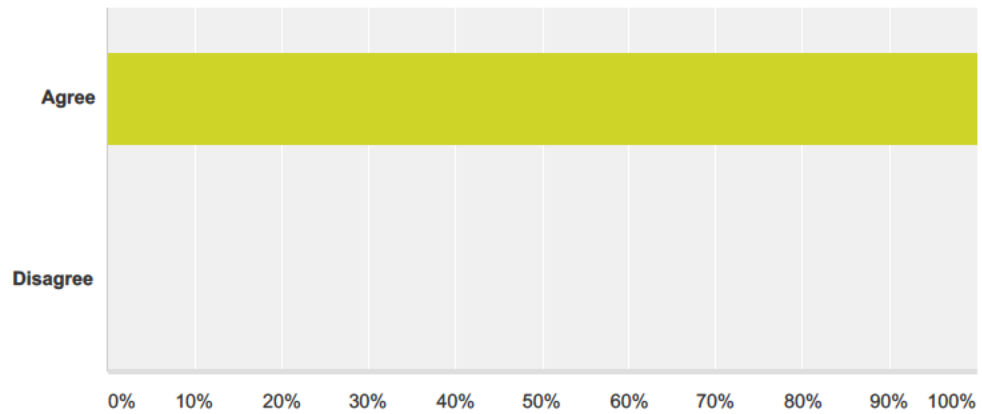


Answer Choices	Responses
Agree	95.83% 23
Disagree	4.17% 1
Total Respondents: 24	

#	Other (please specify)	Date
	There are no responses	

**Q9 My child is cared for in a clean, safe, and well maintained environment.**

Answered: 24 Skipped: 0

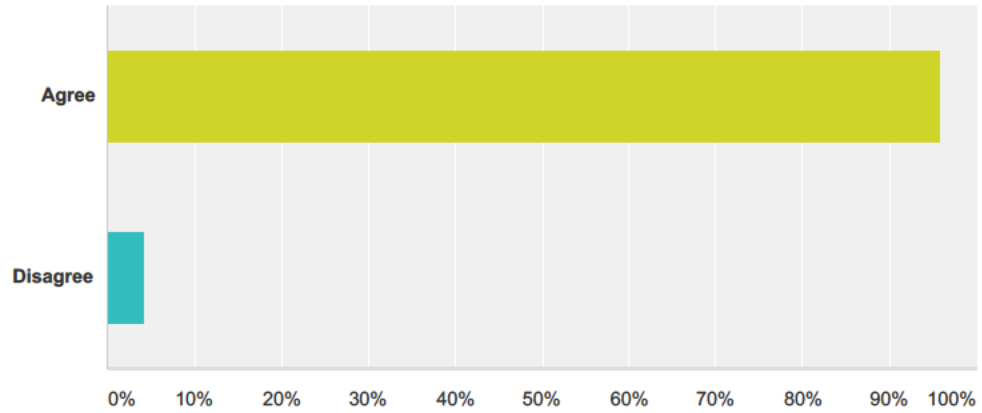


Answer Choices	Responses
Agree	100.00% 24
Disagree	0.00% 0
Total Respondents: 24	

#	Other (please specify)	Date
	There are no responses	

**Q10 Overall, I am satisfied with the quality of care I am receiving at the Child Development Center (CDC).**

Answered: 24 Skipped: 0



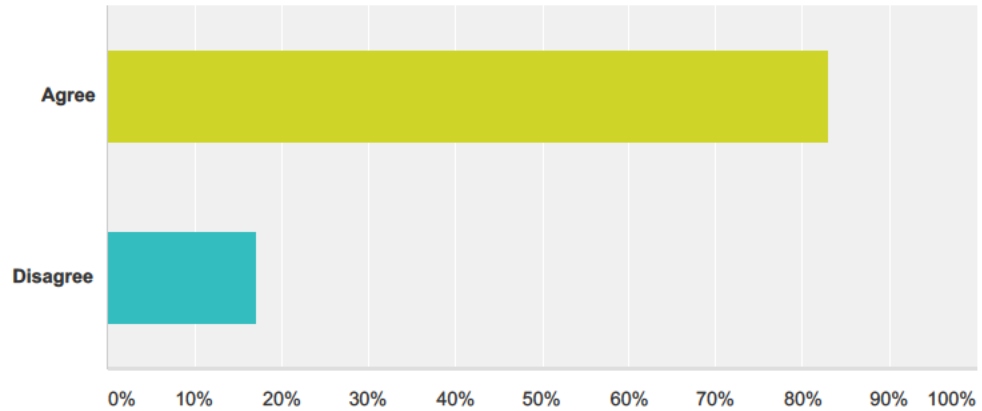
Answer Choices	Responses
Agree	95.83% 23
Disagree	4.17% 1
Total Respondents: 24	

#	Other (please specify)	Date
1	think that my child is learning very slowly and the student to teacher ratio is to high believe since there are so many childern the teachers can't concentrate on helping each child learn to their full potential	11/15/2015 5 00 AM
2	As a parent it is priceless to have our child in a center where we trust that our son in taken care of completely We are truly thankful to all of the staff at the CDC at NAB Coronado	11/13/2015 8 32 PM



**Q1 I have received a Child & Youth Programs (CYP) Parent Handbook and information about the Creative Curriculum.**

Answered: 88 Skipped: 2

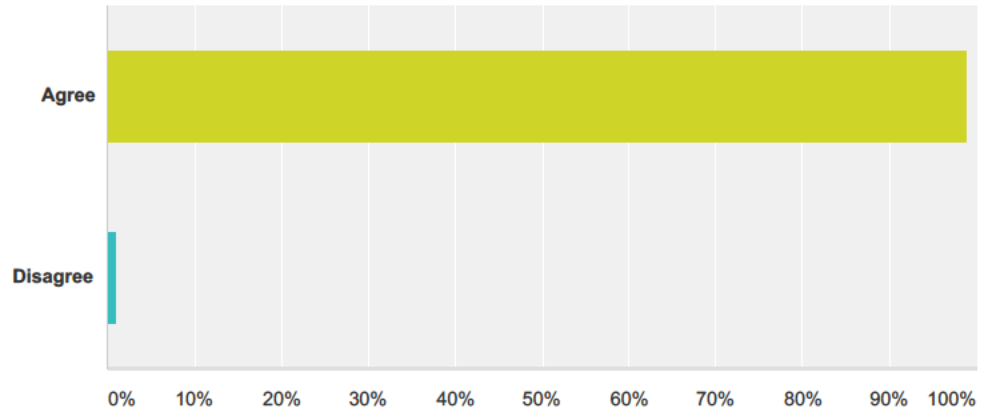


Answer Choices	Responses
Agree	82.95% 73
Disagree	17.05% 15
Total Respondents: 88	

#	Other (please specify)	Date
1	am Grandparent here for short time	8/11/2015 8 17 PM
2	Not sure what the creative curriculum information is	8/11/2015 8 16 PM
3	Really don't even know what this????	8/11/2015 8 16 PM
4	maybe?	8/11/2015 8 08 PM
5	t was given to me at orientation and during enrollment	8/11/2015 6 38 PM

**Q2 My child and I are greeted in a pleasant manner both at the front desk and in the classroom.**

Answered: 89 Skipped: 1

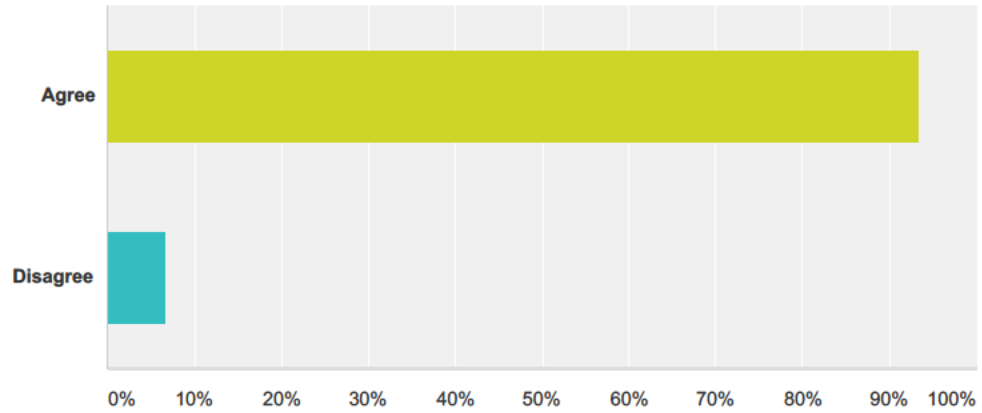


Answer Choices	Responses
Agree	98.88% 88
Disagree	1.12% 1
Total Respondents: 89	

#	Other (please specify)	Date
1	the teachers and staff are wonderful and very friendly	8/12/2015 12 56 PM
2	(b) (6) and (b) (6) always greet me with a smile and call me by name don't know how they know can remember so many people but it speaks highly of them	8/12/2015 11 49 AM
3	Most times	8/11/2015 8 16 PM
4	Did have an issue once but was handle Hoping it does not happen again	8/11/2015 8 16 PM
5	ladies at the front are extremely rude especially trying to balance child and sign in	8/11/2015 7 54 PM
6	Love the staff	8/11/2015 6 43 PM
7	(b) (6) treats me and my family the utmost respect but (b) (6) is cold shouldered and distant	8/11/2015 6 38 PM
8	(b) (6) in the front can be a bit abrasive at times everyone else in my child's classroom is great	8/11/2015 6 24 PM

**Q3 I am aware of parent participation opportunities including the Parent Involvement Board (PIB).**

Answered: 89 Skipped: 1

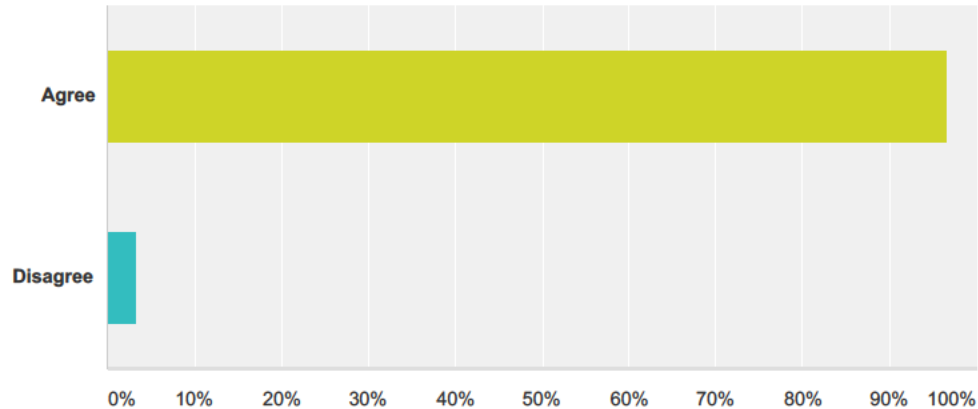


Answer Choices	Responses
Agree	93.26% 83
Disagree	6.74% 6
Total Respondents: 89	

#	Other (please specify)	Date
1	Was not in the past but with the new Dir communication has gotten better	8/11/2015 8 16 PM
2	The only way find out about opportunities is if it posted at the front desk	8/11/2015 7 55 PM
3	They are displayed on the billboard/easel outside the facility	8/11/2015 6 38 PM
4	Just started attending yesterday so not to sure of everything	8/11/2015 6 22 PM

**Q4 I receive written information (for children under 3) or verbal (children over 3 years) daily about my child and am offered a family conference at least three times a year to discuss my child's progress.**

Answered: 89 Skipped: 1

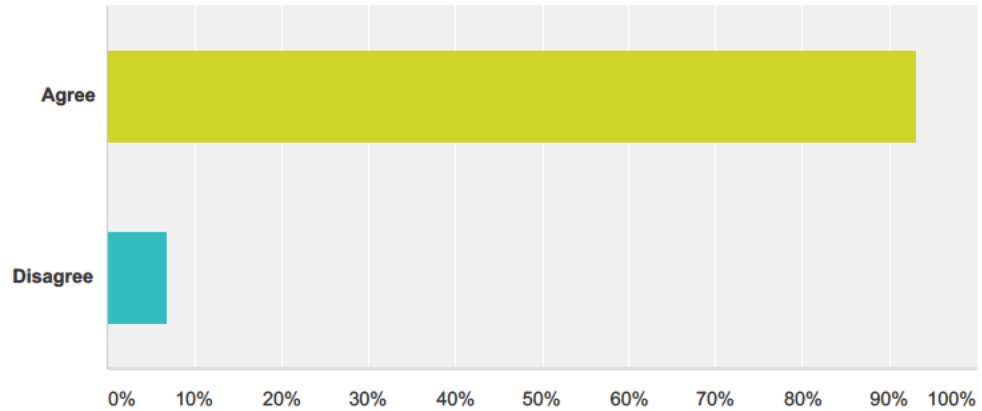


Answer Choices	Responses
Agree	96.63% 86
Disagree	3.37% 3
Total Respondents: 89	

#	Other (please specify)	Date
1	Some things written on daily sheets are not passed to afternoon caregivers When ask what something means about my child's daily behavior the pm caregiver isn't sure what the am caregiver meant when writing it	8/11/2015 8 16 PM
2	Once again things have gotten better with the new Dir	8/11/2015 8 16 PM
3	The facility keeps me well informed of all the activities and happenings with my child	8/11/2015 6 38 PM
4	just started attending this week	8/11/2015 6 22 PM
5	Since my daughter has moved into the preschool room Zero progress has been noted However there was a few instances were it was attempted but there is evidence that a templates is used to state the activities t seems as though that the preogress reports are mass produced	8/11/2015 6 21 PM

**Q5 There are consistent staff members in my child's classroom who know and understand my child.**

Answered: 88 Skipped: 2

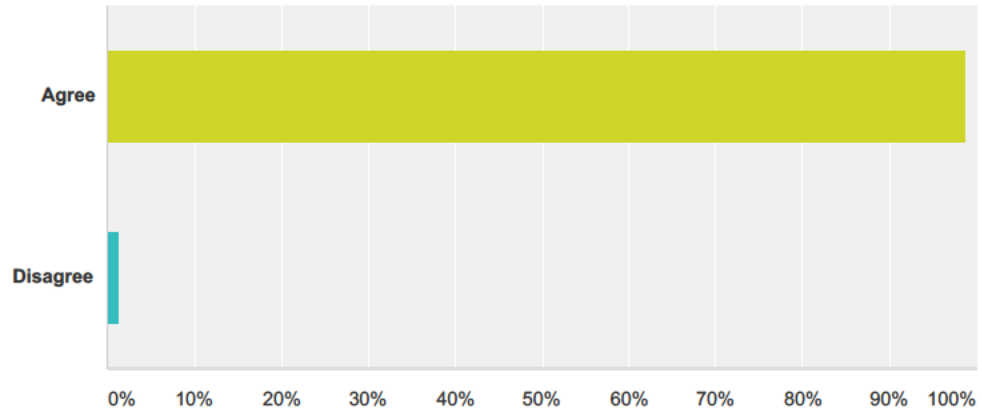


Answer Choices	Responses
Agree	93.18% 82
Disagree	6.82% 6
Total Respondents: 88	

#	Other (please specify)	Date
1	not as much as when he was in the 2yr room	8/12/2015 10 49 AM
2	Thank you for working with our needs	8/12/2015 9 51 AM
3	Teachers are always being changed and no true consistent in the classroom This is even with manning issue and no manning issue	8/11/2015 8 16 PM
4	sometimes This is probably my biggest frustration People are constantly changing in the rooms Kids need consistency Extremely unhappy with that	8/11/2015 7 55 PM
5	My son has exhibited issues with unexpected environmental change Staff is leaving after he is used to them or a teacher he is unfamiliar with "covers" during absence This is when he exhibits his most disagreeable behavior	8/11/2015 6 37 PM
6	my child has only been here 2 weeks but inconsistent providers	8/11/2015 6 23 PM

**Q6 The Director has an open door policy and follows through expediently with any concerns I raise or questions I may have.**

Answered: 87 Skipped: 3

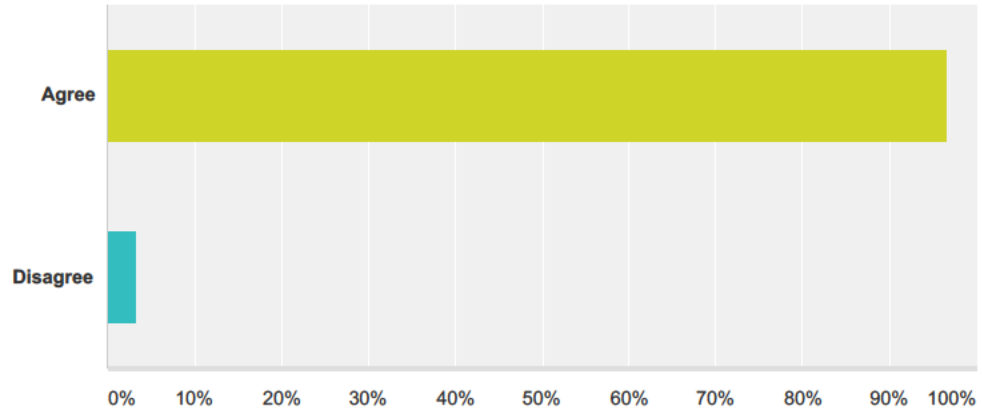


Answer Choices	Responses
Agree	98.85% 86
Disagree	1.15% 1
Total Respondents: 87	

#	Other (please specify)	Date
1	haven't had a concern to raise to the Director's attention yet	8/12/2015 10 46 AM
2	Always )	8/12/2015 9 51 AM
3	Don't Know	8/11/2015 8 44 PM
4	The Director is great here She is a true blessing at this center	8/11/2015 8 16 PM
5	never tested	8/11/2015 8 08 PM
6	A whole hearted YES She has been cordial warm and welcoming everyday	8/11/2015 6 38 PM

**Q7 I am aware that the Child Development Center (CDC) includes all children and makes accommodations for children with medical, (including medication administration) physical, or emotional social needs.**

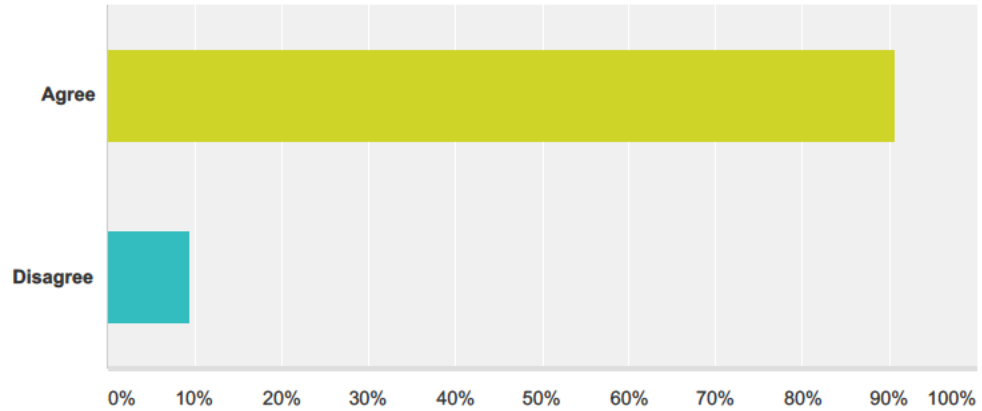
Answered: 89 Skipped: 1



Answer Choices	Responses	
Agree	96.63%	86
Disagree	3.37%	3
Total Respondents: 89		

**Q8 I am aware that there is a DoD Child Abuse and Neglect Hotline number for reporting suspected child abuse and neglect.**

Answered: 86 Skipped: 4



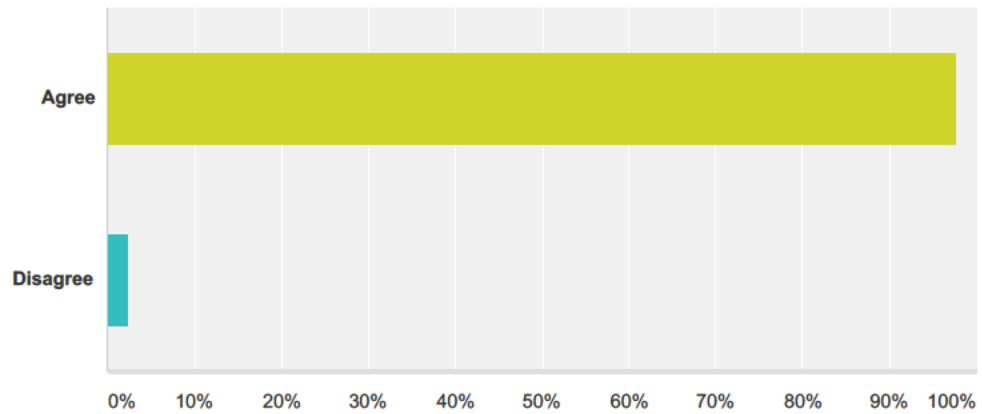
Answer Choices	Responses
Agree	90.70% 78
Disagree	9.30% 8
Total Respondents: 86	

#	Other (please specify)	Date
1	Don't Know	8/11/2015 8 44 PM
2	Not for the information provide by the CDC	8/11/2015 8 16 PM
3	don't know but honestly this may be my oversight	8/11/2015 8 08 PM
4	not openly advertised	8/11/2015 6 23 PM



**Q9 My child is cared for in a clean, safe, and well maintained environment.**

Answered: 89 Skipped: 1

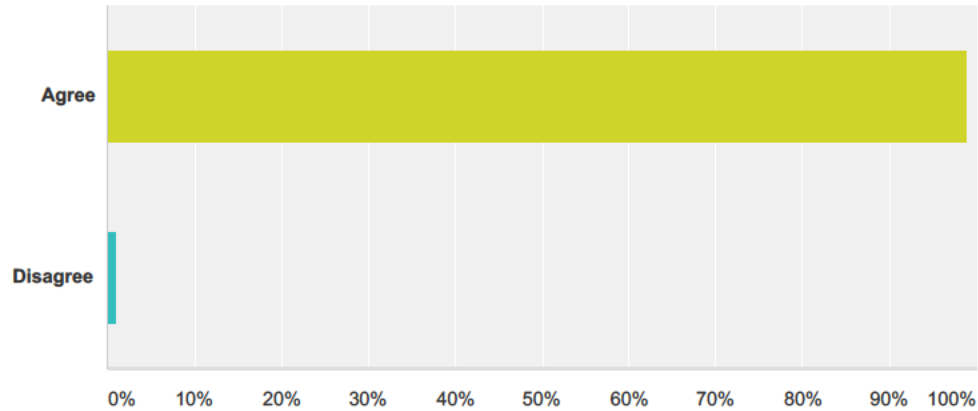


Answer Choices	Responses
Agree	97.75% 87
Disagree	2.25% 2
Total Respondents: 89	

#	Other (please specify)	Date
1	As much as the care staff are able	8/12/2015 10 09 AM
2	feel like some times the teachers are not trained at level where they can handle emergency believe all staff should be trained in medical emergency and should have practice My other concern would be code white drills know here at this center code red drills have been practice and we are aware after the fact but never code white "active shooter" drill This is a concern Also the communication with security and the CDC No fault of the CDC but something that could be looked into for better commuication between the two	8/11/2015 8 16 PM

**Q10 Overall, I am satisfied with the quality of care I am receiving at the Child Development Center (CDC).**

Answered: 90 Skipped: 0

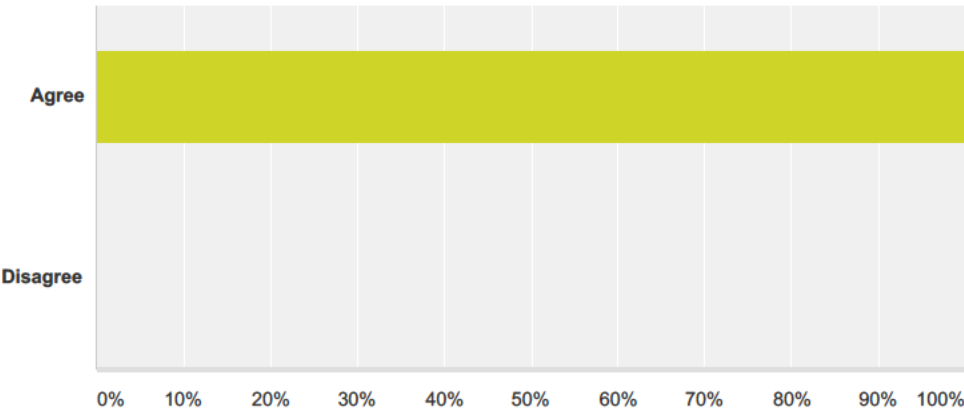


Answer Choices	Responses
Agree	98.89% 89
Disagree	1.11% 1
Total Respondents: 90	

#	Other (please specify)	Date
1	The staff at the NMCSDC CDC are amazing They always greet my children and me with a smile We have had two children in the Polar Bear class can't say enough about how great (b) (6) have been Now My daughter is with (b) (6) and (b) (6) and they are just as amazing love the staff here and will be sad to leave	8/12/2015 11 49 AM
2	You're all wonderful	8/12/2015 9 51 AM
3	The agree is a very weak agree think it is on the right track but still has a long way to go Once again think not everyone is trained to the level of safety that they should be in an enviornment like this	8/11/2015 8 16 PM
4	This place is excellent	8/11/2015 8 08 PM
5	with classroom teachers only other staff is unsat	8/11/2015 7 54 PM
6	Wonderful care	8/11/2015 7 52 PM
7	The care is outstanding here The providers do an incredible job There is a real concern with the treatment received from (b) (6) at the front desk She is in dire need of some retraining customer service or position description training	8/11/2015 6 38 PM

### Q1 I have received a Child & Youth Programs (CYP) Parent Handbook.

Answered: 81 Skipped: 0

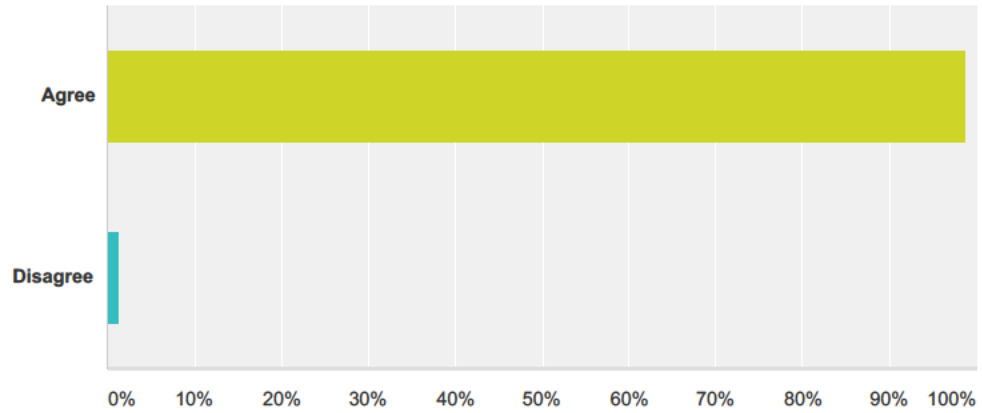


Answer Choices	Responses
Agree	100.00% 81
Disagree	0.00% 0
Total Respondents: 81	

#	Other (please specify)	Date
	There are no responses	

**Q2 I am aware of the subsidies that are available for CYP patrons choosing Child Development Home (CDH) care.**

Answered: 80 Skipped: 1

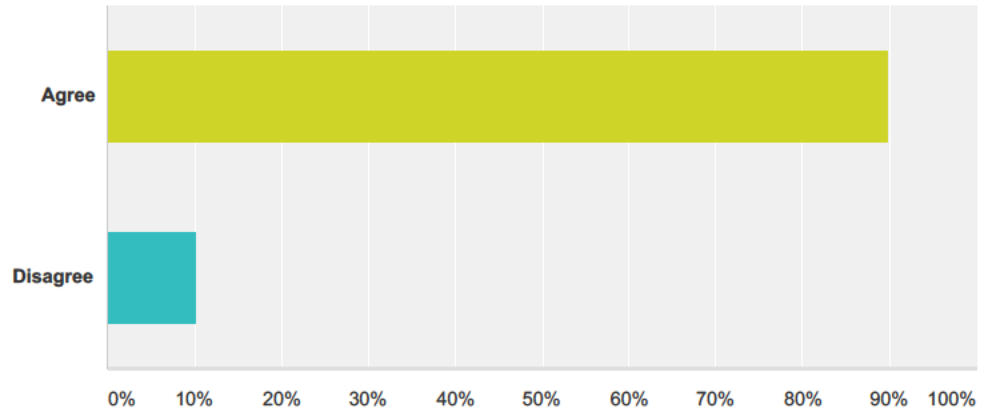


Answer Choices	Responses	
Agree	98.75%	79
Disagree	1.25%	1
Total Respondents: 80		

#	Other (please specify)	Date
1	some	12/16/2015 3 53 PM

**Q3 I am aware of parent participation opportunities including the Parent Involvement Board (PIB).**

Answered: 78 Skipped: 3

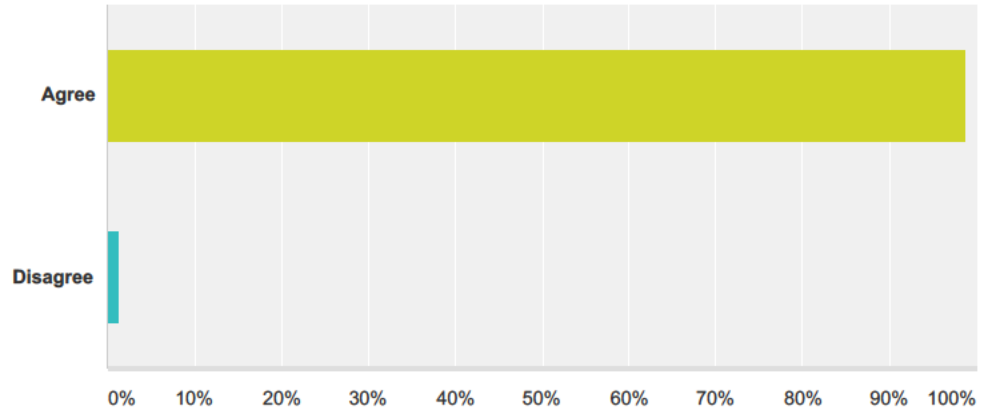


Answer Choices	Responses
Agree	89.74% 70
Disagree	10.26% 8
Total Respondents: 78	

#	Other (please specify)	Date
1	To some degree	12/13/2015 5 15 AM
2	Heard of it don't know anything about it	12/12/2015 2 12 AM

**Q4 I am aware that the Navy Child and Youth Programs (CYP) include all children and make accommodations for children with medical, (including medication administration) physical or emotional special needs.**

Answered: 81 Skipped: 0

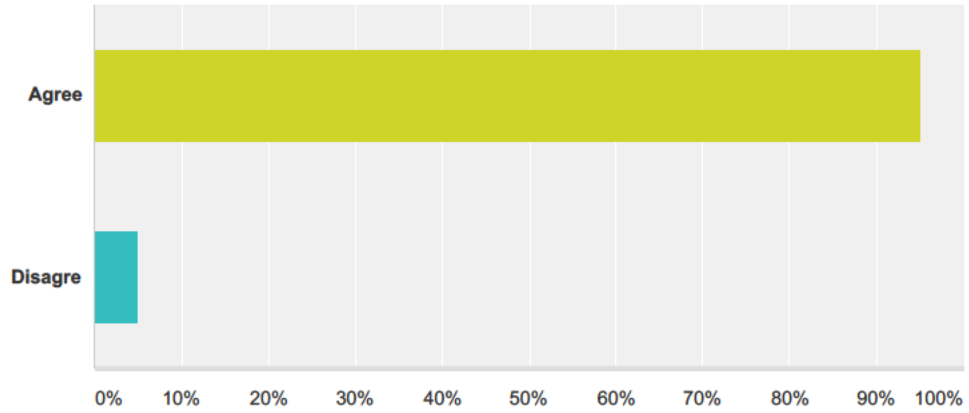


Answer Choices	Responses
Agree	98.77% 80
Disagree	1.23% 1
Total Respondents: 81	

#	Other (please specify)	Date
1	didn't know	12/16/2015 3 53 PM

**Q5 I am aware that there is a DoD Child Abuse and Neglect Hotline number for reporting suspected child abuse and neglect.**

Answered: 81 Skipped: 0

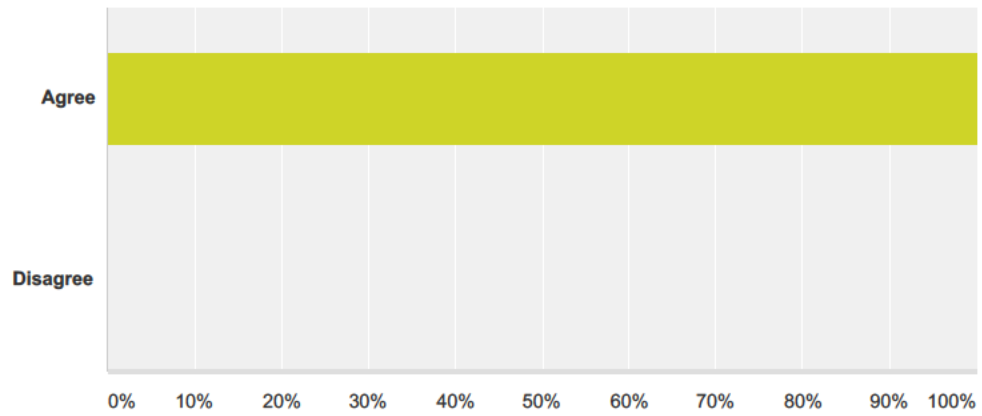


Answer Choices	Responses
Agree	95.06% 77
Disagree	4.94% 4
Total Respondents: 81	

#	Other (please specify)	Date
1	To some degree	12/13/2015 5 15 AM

**Q6 My child is cared for in a clean, safe, and well maintained environment.**

Answered: 81 Skipped: 0



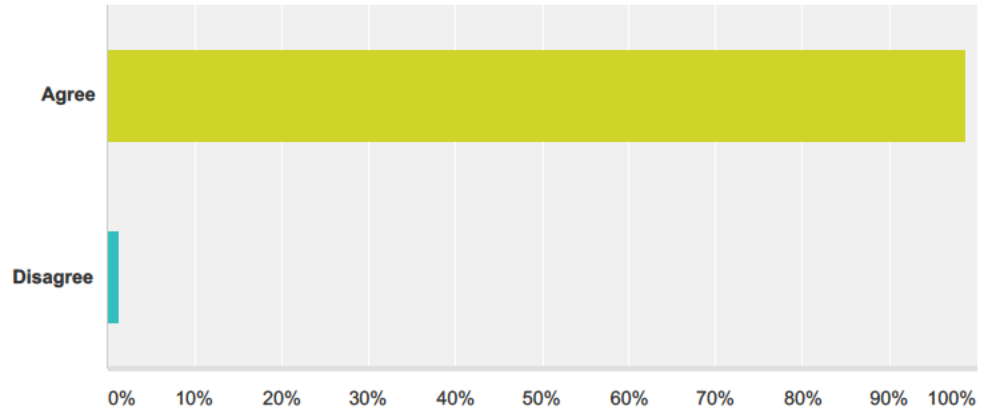
Answer Choices	Responses
Agree	100.00% 81
Disagree	0.00% 0
Total Respondents: 81	

#	Other (please specify)	Date
1	(b) (6) house is always clean and smells nice	12/15/2015 2 52 PM
2	Like a hospital	12/15/2015 2 49 AM



**Q7 I receive daily information (written or verbal) about my child and am offered a family conference at least once a year to discuss my child's progress.**

Answered: 81 Skipped: 0

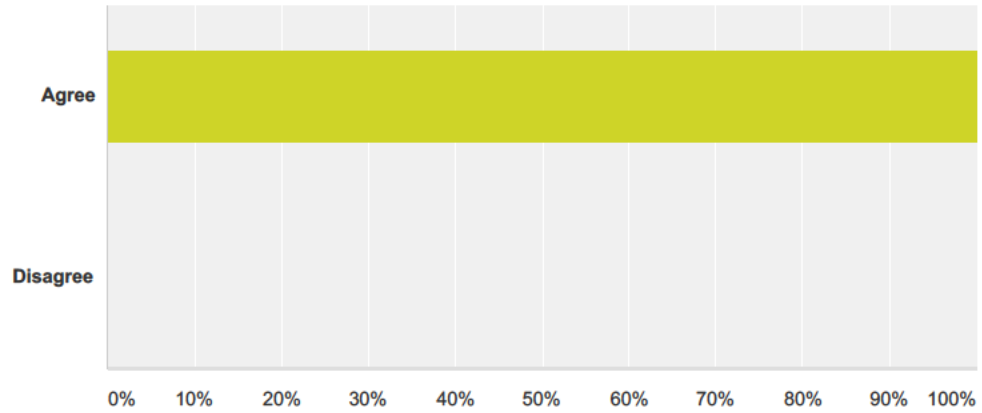


Answer Choices	Responses
Agree	98.77% 80
Disagree	1.23% 1
Total Respondents: 81	

#	Other (please specify)	Date
1	New to CDH but have it done with CDC	12/12/2015 2 12 AM

**Q8 I can talk with my CDH Provider when there is a problem or I have a question about policies or my child's care.**

Answered: 81 Skipped: 0

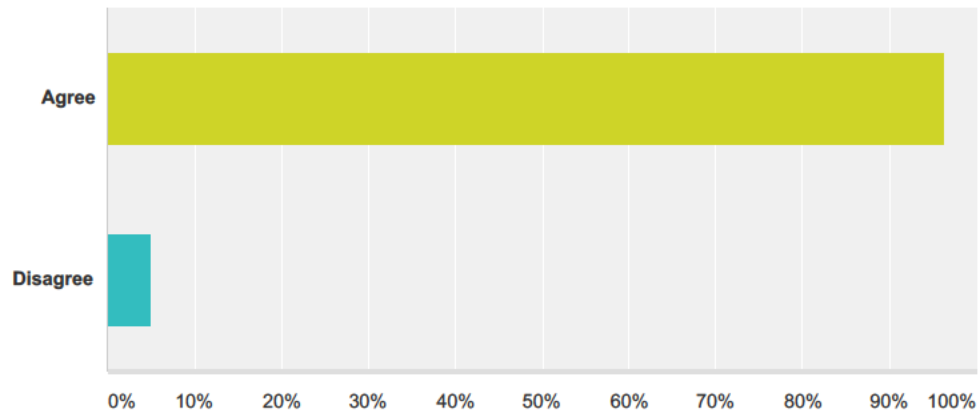


Answer Choices	Responses
Agree	100.00% 81
Disagree	0.00% 0
Total Respondents: 81	

#	Other (please specify)	Date
1	(b) (6) is very open and easy to talk to	12/15/2015 2 52 PM
2	She always keeps us updated Piece of mind does not worry me	12/15/2015 2 49 AM

## Q9 The hours of the CDH Provider's business meet my needs.

Answered: 81 Skipped: 0

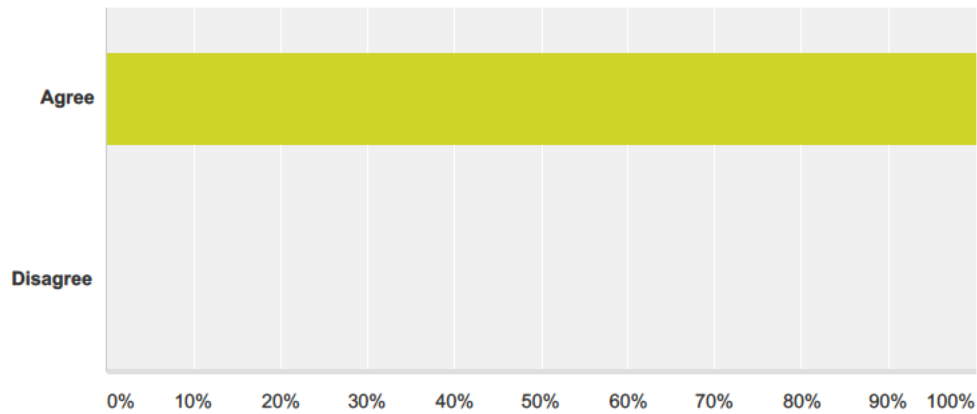


Answer Choices	Responses
Agree	96.30% 78
Disagree	4.94% 4
Total Respondents: 81	

#	Other (please specify)	Date
1	Some days have duty section watch that begins at 0545 and having the CDH open at 0600 makes me late But other than that during normal working days the hours are perfectly fine	12/15/2015 2 52 PM
2	and my daughter's needs )	12/15/2015 1 31 PM
3	Our place of work to her residency but we've been okay	12/15/2015 1 05 PM
4	She is very flexible understanding & accomodating	12/15/2015 2 49 AM
5	As of right now we only have 1 driver in the family and sometimes the command wants me in earlier or stay later think open 30 early and stay 30 minutes later can make a huge difference to me and other parents	12/14/2015 9 21 PM
6	A little later especially with the travel distance can be challenging	12/14/2015 9 21 PM
7	have to rely on CDC drop in child care for the hours not open according to my school schedule after which 5pm which has a separate cost in addition to my weekly fee	12/13/2015 5 15 AM
8	wish there was an option to pay more when i need to work overtime at work for her to stay there longer when i need	12/11/2015 10 01 PM

## Q10 Overall, I am satisfied with the quality of care my child is receiving.

Answered: 81 Skipped: 0

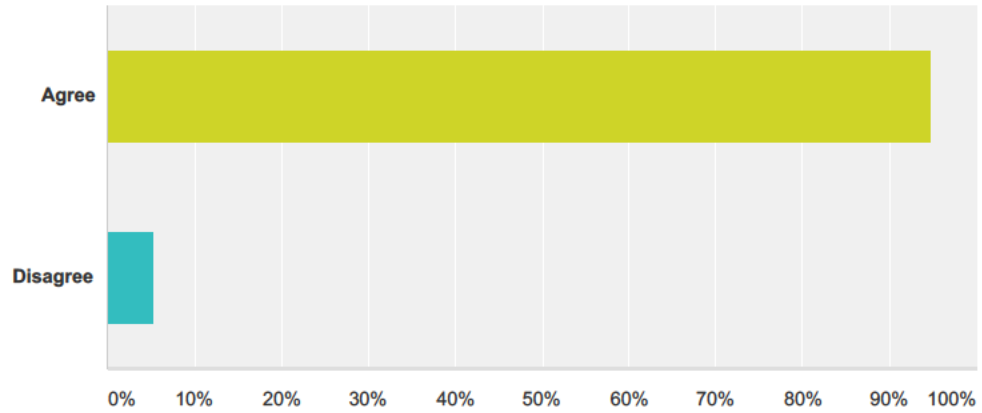


Answer Choices	Responses
Agree	100.00% 81
Disagree	0.00% 0
Total Respondents: 81	

#	Other (please specify)	Date
1	Great Program	12/16/2015 9 29 PM
2	am very happy with the care (b) (6) provides my family love knowing that when drop (b) (6) off she will be in a safe loving nurturing and educationally beneficial enviornment	12/15/2015 2 52 PM
3	(b) (6) is OUTSTAND NG	12/15/2015 1 31 PM
4	She's great	12/15/2015 1 05 PM
5	We LOVE (b) (6) She takes excellent care of my daughter (b) (6)	12/15/2015 11 21 AM
6	Best childcare can ask for	12/15/2015 2 49 AM
7	She is great	12/14/2015 9 21 PM
8	(b) (6) is an amazing provider	12/14/2015 1 09 PM
9	(b) (6) is an exceptional care provider and it reflects in my child's behavior and bond with her and others outside of my care	12/13/2015 5 15 AM
10	My child's provider (b) (6) is just amazing and treats our daughter like family We dearly love her and feel so lucky to have her in Sophia's life	12/12/2015 9 01 PM

**Q1 I have received a Child & Youth Programs (CYP) Parent Handbook and information about the Creative Curriculum.**

Answered: 39 Skipped: 0

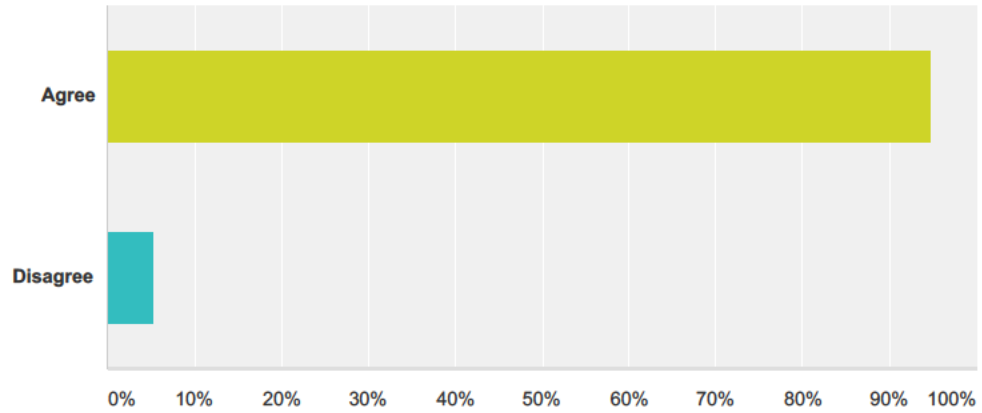


Answer Choices	Responses
Agree	94.87% 37
Disagree	5.13% 2
Total Respondents: 39	

#	Other (please specify)	Date
	There are no responses	

**Q2 My child and I are greeted in a pleasant manner both at the front desk and in the classroom.**

Answered: 39 Skipped: 0

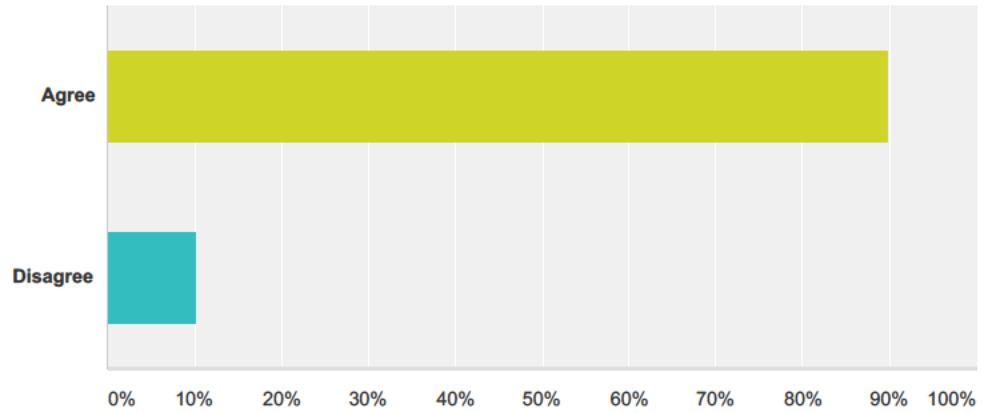


Answer Choices	Responses
Agree	94.87% 37
Disagree	5.13% 2
Total Respondents: 39	

#	Other (please specify)	Date
1	My wife and I could not be more pleased with the quality of care that the teachers in the classrooms provide for our children	11/18/2015 2 04 AM
2	I do not feel like the front desk staff are as aware of what is going on or able to answer my questions as they should be. For example I had a complaint I spoke to the person available at the front desk and no one ever followed up with me	11/18/2015 12 52 AM

**Q3 I am aware of parent participation opportunities including the Parent Involvement Board (PIB).**

Answered: 39 Skipped: 0

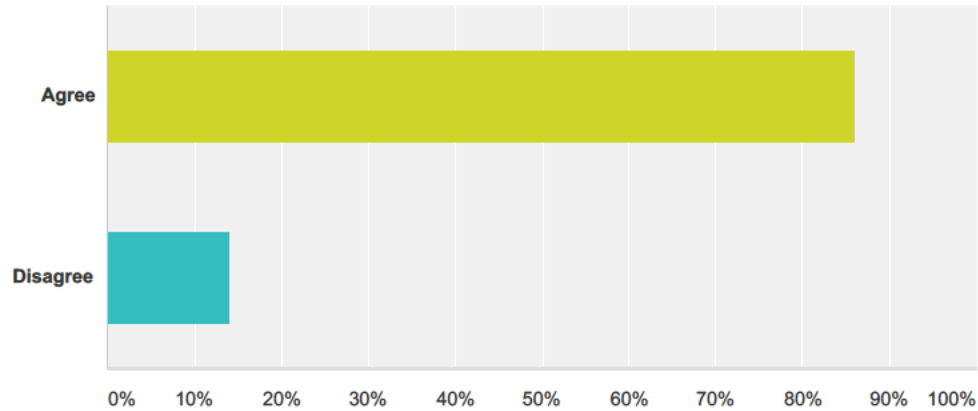


Answer Choices	Responses
Agree	89.74% 35
Disagree	10.26% 4
Total Respondents: 39	

#	Other (please specify)	Date
1	There have been numerous times where the center does not announce there is a parent involvement And for those who work their they aren't given the chance to attend parent/family gatherings because of work	11/13/2015 5 31 PM

**Q4 I receive written information (for children under 3) or verbal (children over 3 years) daily about my child and am offered a family conference at least three times a year to discuss my child's progress.**

Answered: 36 Skipped: 3



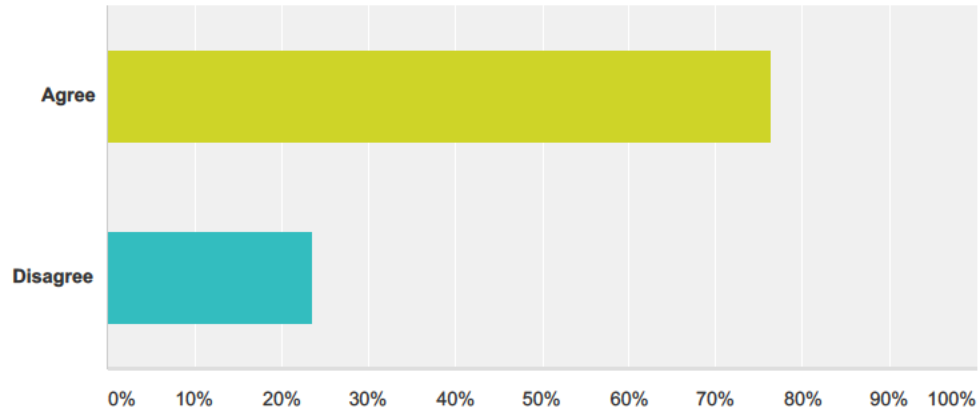
Answer Choices	Responses
Agree	86.11% 31
Disagree	13.89% 5
Total Respondents: 36	

#	Other (please specify)	Date
1	normally receive a "she had a good day today" every day but when i ask specifics like did she eat everything most of the time get " wasn't here that part of the day" or " 'm not sure [REDACTED] 'm not her main teacher" think that communication is lacking between the educators sometimes f they are going to take over or replace someone during a certain amount of time a passdown should be made about the kids	11/18/2015 11 40 AM
2	The toddlers staff has made the written sheets available if desired but am content with a verbal daily	11/18/2015 2 04 AM
3	most of the time no one acknowledges me its kind of scary	11/15/2015 4 05 PM
4	have had child enrolled in cdc for 5 months and no conference yet	11/14/2015 3 04 PM
5	Most of the time it's verbal even though she's under 3 But her regular teacher is gone by pick up & the remaining teachers don't always know what happened that day	11/14/2015 12 17 AM
6	have not heard of family conferences but we've only been there for three months Hoping to get a conference soon	11/13/2015 5 31 PM



### Q5 There are consistent staff members in my child's classroom who know and understand my child.

Answered: 38 Skipped: 1



Answer Choices	Responses
Agree	76.32% 29
Disagree	23.68% 9
Total Respondents: 38	

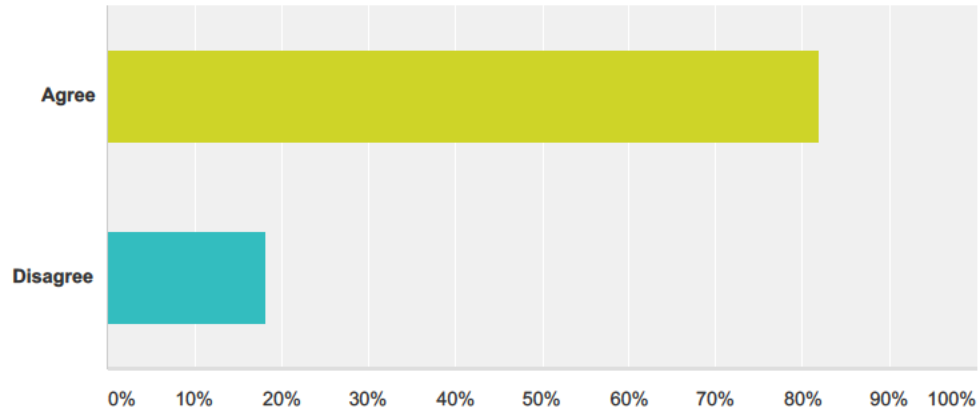
#	Other (please specify)	Date
1	There are always different and random teachers when someone is out or for planning and training No consistency	11/18/2015 5 48 PM
2	the question necessitates a complex answer My eldest child's classroom (toddlers) has generally been consistent in staff though one long term caregiver recently left the CDC When another staff member has been absent and required to be replaced by a substitute it has always been for a valid reason My younger child's classroom (infants) has not been as stable The infant classrooms have been combined most mornings and afternoons but not consistently combined with the same classrooms At times even one or two classes has been "shotgunned" out to the other infant classrooms even though the teachers from these classrooms are all present but dispersed among the other open classrooms From a 3rd party vantage point (though biased as a parent) most of the manning decisions appear to revolve around a desire to have the least amount of classrooms open at a given time One teacher has been more consistent than the others in interacting with my child and am very grateful for that but even she is assigned to classroom that "fill" before we arrive and have been directed to drop my child off at another classroom where do not know any of the teachers While feel confident my child will be safe and looked after am a little apprehensive about having to consistently explain my child's behavior and schedule to new teachers at our permanent day care facility The lack of consistency for my child is a concern but also worry about the effect these manning decisions have on the teachers The teachers also need a consistent routine The secondary primary teachers in my youngest child's class has changed multiple times in the past 6 months and do wonder if these moves have been a part of the decisions by some of the staff to seek employment elsewhere We love the NASN CDC because of the teachers and do not want to see them discouraged by the management	11/18/2015 2 04 AM

## First 5 2015 CDC Parent Survey

3	<p>There has been too much staff turnover in the last year. Some days, even when my children's teachers are present, the CDC leadership sends them to other classrooms because of "Ratio". There have been too many days that I have arrived to drop off/pick up my child and I don't know any of the teachers. A couple of days the children in the class have been shot/gunned across other classrooms, and I am not allowed to drop off my child in the normal room because then they would be over ratio. This really bothers me that they are always combining and uncombining the classes in the middle of the day. There is not enough constancy for my child. My older child has been in this CDC for the past 3 years, and this was not an issue then. This is an issue I have noticed in the past 1 1/2 years. When my younger child was an infant here 3 years ago, I was familiar with the teachers that took care of my child, both when they were combined for early (before 8) and late (after 4) drop off, because it was the SAME teachers every time. This is not the case right now. I feel like the front office people are always changing up who is going where, and when, with no consistency for either the teachers or the children.</p>	11/18/2015 12:52 AM
4	<p>Not at all times, sometimes the actual Teacher gets sick and a substitute Teacher comes in, and all the Children do not know the new Teacher, and vice versa, children act different, and we as Parents not necessarily trust them too. If possible, they can have substitute go in same room each time a Teacher is absent, so no new face is always coming in the classroom.</p>	11/16/2015 3:14 PM
5	<p>The continuity during morning drop off was an issue for my 2 yr old for the first week at the CDC. When the classes are consolidated and at play outside, it can be overwhelming for a young child to gain a sense of belonging in a large playground. A morning routine, for example, one might include: arrive in their classroom (not the consolidated room), wash hands, put on coat, meet teacher, and go outside to play. It can be challenging for a young child to find their classroom teacher (who can be on a break) outside. I know drop off is a dynamic event and changes daily, but some continuity and routine is necessary for a new child.</p>	11/16/2015 2:02 PM
6	<p>I strongly disagree with this. I see different teachers when I drop her off and when I pick her up. Sometimes they don't even know what teacher is supposed to be in the room for the day.</p>	11/13/2015 5:52 PM
7	<p>Staffs are in and out of my Son's classroom. If they are understaff, he is stuck with other teachers and children. He does not know if that classroom goes over, he is then placed in another classroom for the convenience of being in 'ratio'.</p>	11/13/2015 5:31 PM

### Q6 The Director has an open door policy and follows through expediently with any concerns I raise or questions I may have.

Answered: 33 Skipped: 6

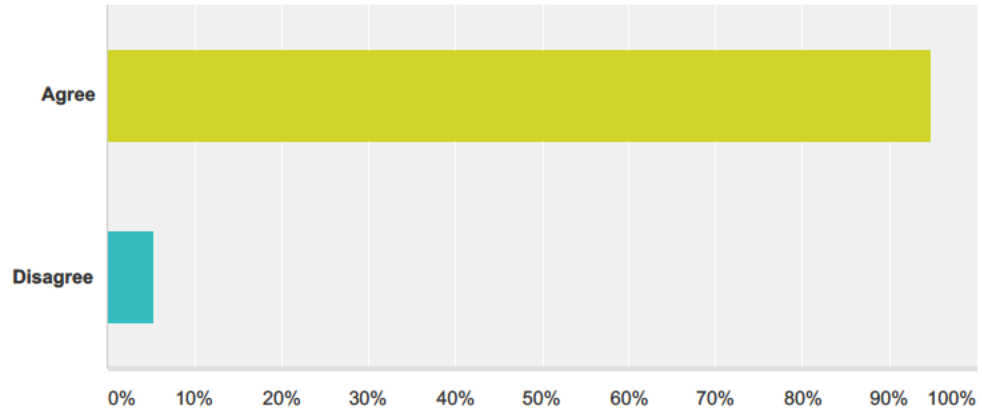


Answer Choices	Responses
Agree	81.82% 27
Disagree	18.18% 6
Total Respondents: 33	

#	Other (please specify)	Date
1	The Director is rarely on the premises and when she is she isn't available	11/18/2015 5 48 PM
2	The director has an open door policy but would like to see more follow up with the parents at large on changes at the CDC	11/18/2015 2 04 AM
3	They are available to schedule a meeting with would appreciate more feedback to parents on issues that are being noticed such as staff consistency	11/18/2015 12 52 AM
4	unfair treatment	11/17/2015 7 52 AM
5	They corrected any concern promptly and with respect	11/16/2015 2 02 PM
6	am unfamiliar with director and unsure of where the office is located	11/14/2015 3 04 PM
7	No concerns warranting such a response	11/14/2015 10 58 AM
8	Never spoke to the director since our initial tour	11/14/2015 12 17 AM
9	Not very happy with the director she ignores the road signs coming into the parking lot and is sometimes rude at the front desk	11/13/2015 9 50 PM
10	the director is great	11/13/2015 5 46 PM
11	First time signed my son up in daycare express extreme concerned about the teachers and how they treat the children My concerns were pushed aside and he was placed in the unwanted class Thankfully we have not had too much issue with the teachers	11/13/2015 5 31 PM

**Q7 I am aware that the Child Development Center (CDC) includes all children and makes accommodations for children with medical, (including medication administration) physical, or emotional social needs.**

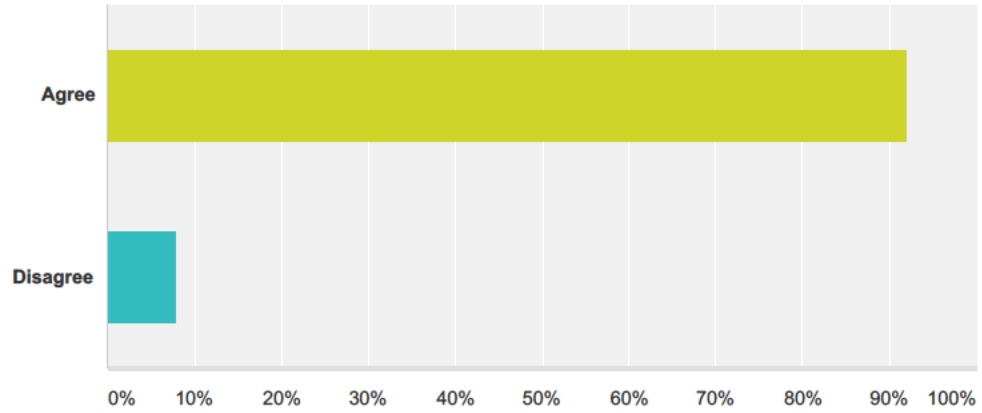
Answered: 39 Skipped: 0



Answer Choices	Responses	
Agree	94.87%	37
Disagree	5.13%	2
Total Respondents: 39		

**Q8 I am aware that there is a DoD Child Abuse and Neglect Hotline number for reporting suspected child abuse and neglect.**

Answered: 38 Skipped: 1

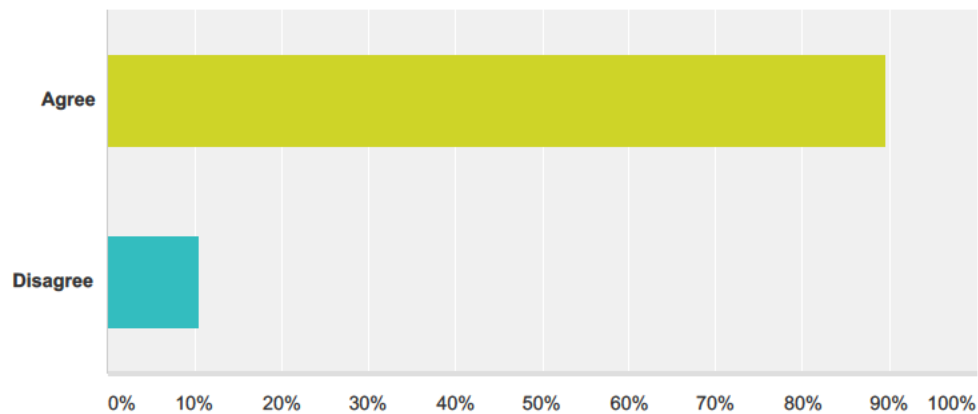


Answer Choices	Responses
Agree	92.11% 35
Disagree	7.89% 3
Total Respondents: 38	

#	Other (please specify)	Date
1	Wasn't aware	11/15/2015 3 52 PM

### Q9 My child is cared for in a clean, safe, and well maintained environment.

Answered: 38 Skipped: 1

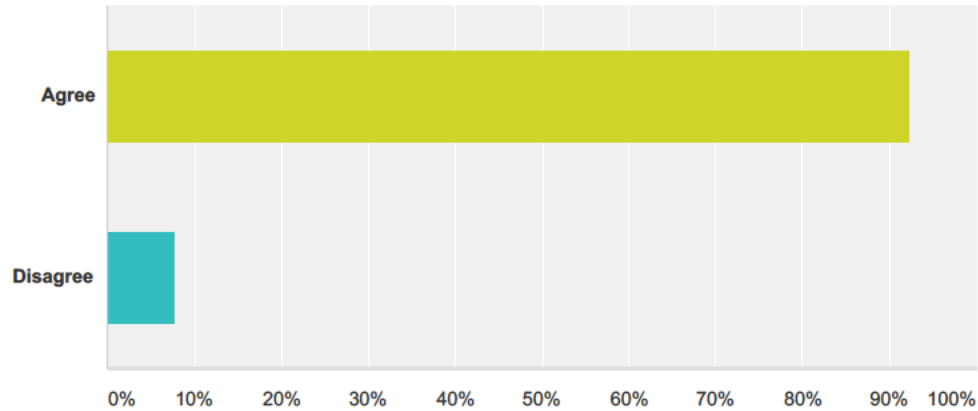


Answer Choices	Responses
Agree	89.47% 34
Disagree	10.53% 4
Total Respondents: 38	

#	Other (please specify)	Date
1	Disorderly rooms	11/18/2015 5 48 PM
2	The teachers do a phenomenal job of creating clean and safe and creative environments	11/18/2015 2 04 AM
3	My children's primary care givers are wonderful They are caring individuals who take excellent care of my children However feel like the children's teachers are not supported by the front office staff The reason we have continued to use the CDC is the great teachers and the loving care they provide also like some of the new equipment that has been showing up in the classrooms also like the opportunities 've had to come in and share a meal with my child t's been a great opportunity for me to see him interact with his teachers and get to know his teachers better t is very important to me to know my children's teachers well because my children spend a lot of time in their care	11/18/2015 12 52 AM
4	Some Teachers/Sub Teachers have to be reminded to wear booties in the classroom booties are there to protect our crawling children and have caught a few who did not wear any and wished that it is more stricter	11/16/2015 3 14 PM
5	The classroom could use some help frequently notice fruit flies in the room The displays need work	11/15/2015 4 05 PM
6	My child frequently comes home with diaper rashes and believe the cdc should implement additional diaper changes into curriculum	11/14/2015 3 04 PM
7	Children are coming to daycare with contagious sickness that my son caught numerous times Teachers are coming to work when they are ill because they're scared of being reprimanded by the management	11/13/2015 5 31 PM

### Q10 Overall, I am satisfied with the quality of care I am receiving at the Child Development Center (CDC).

Answered: 39 Skipped: 0

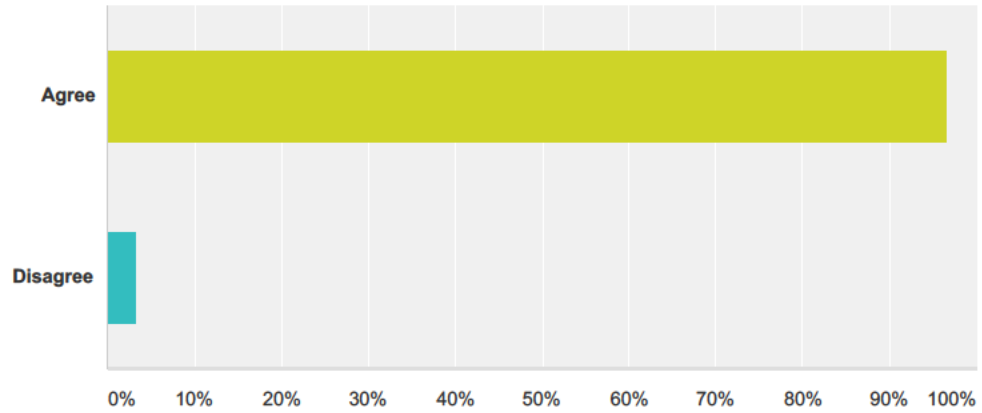


Answer Choices	Responses
Agree	92.31% 36
Disagree	7.69% 3
Total Respondents: 39	

#	Other (please specify)	Date
1	Very satisfied Great program and great people working at the CDC	11/28/2015 6 59 PM
2	Only comment have is that the mornings seem understaffed The rooms combine and move the babies multiple times in the first couple of hours have to run around looking for the right room and the right place to store my gear t would be worthwhile to have a couple more infant teacher start earlier to reduce the morning chaos	11/20/2015 4 09 PM
3	would appreciate more support in the preschool dept	11/18/2015 5 48 PM
4	While am not dis satisfied by the quality of care do not think the overall facility has yet to reach its potential	11/18/2015 2 04 AM
5	think the front office staff can do better managing their personal There is a waiting list to get in here over a year long so think that means all of the classrooms are full Therefore on any given day am always confused why my child is not in their classroom with their primary caregivers who know them best The caregivers are wonderful and take excellent care of my children enjoy getting to speak with them and hear what my children have done during the day	11/18/2015 12 52 AM
6	m very upset about the fact that they are giving priority to direct care staff How is that supporting Military families if you are letting civilians in before dual/single? There are SO MANY dual/single military in San Diego that the wait lists are outrageously long How can someone who isn't even affiliated with the military other than working at a center pop a baby out and get in right away before a military member who has been waiting a long time to get in???? ts stressful enough moving to a new duty station where you may not have any support and then you have to wait MONTHS to get your child quality care understand that you want to retain staff but this is NOT the way to do it at the military members expense	11/13/2015 5 46 PM
7	Staff is friendly just wish the management would take better care of their staff and be understanding when they are sick Teachers coming into work sick gets my child sick And children who run 100+ fevers loose BMs of just two NOT to wait for the third one should be sent home There shouldn't be an exception because (b) (6) couldn't take the time off Management should care about the child's wellbeing and support the staff when they believe the child should be sent home	11/13/2015 5 31 PM

**Q1 I have received a Child & Youth Programs (CYP) Parent Handbook and information about the Creative Curriculum.**

Answered: 30 Skipped: 1



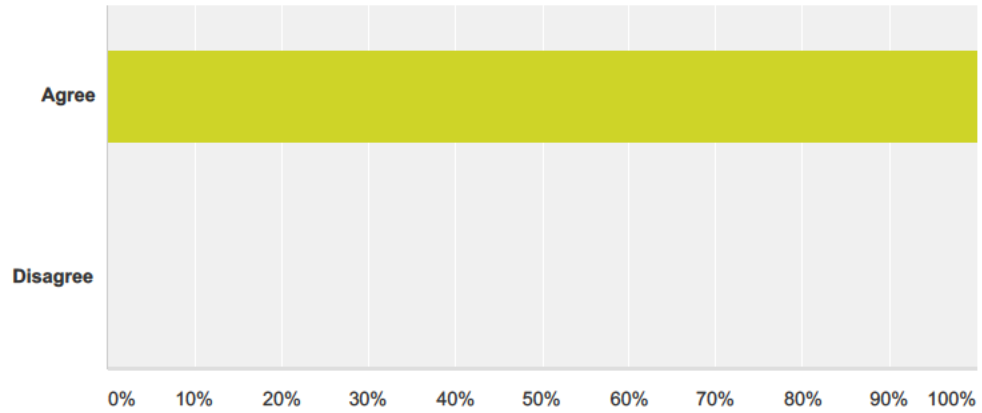
Answer Choices	Responses	
Agree	96.67%	29
Disagree	3.33%	1
Total Respondents: 30		

#	Other (please specify)	Date
1	don't recall reading about the creative curriculum would liketo larn more do see great development in my child	8/8/2015 10 57 AM
2	never really was explained about the curriculum especially going into Preschool	8/6/2015 4 53 PM



**Q2 My child and I are greeted in a pleasant manner both at the front desk and in the classroom.**

Answered: 31 Skipped: 0

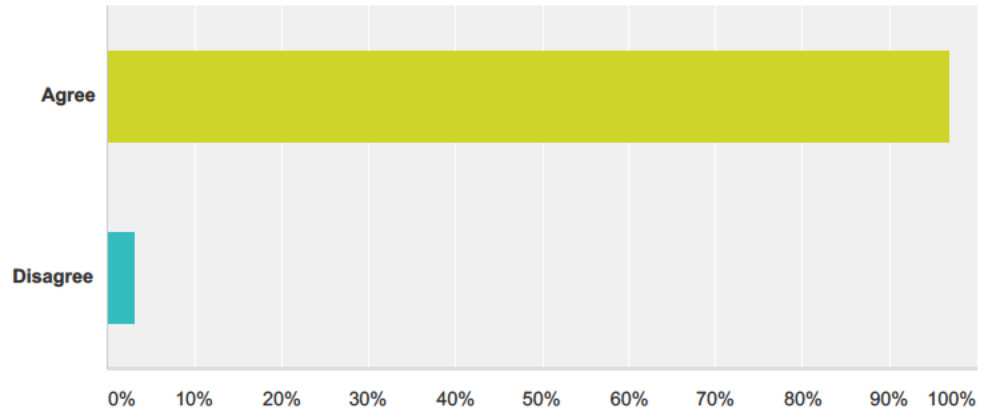


Answer Choices	Responses
Agree	100.00% 31
Disagree	0.00% 0
Total Respondents: 31	

#	Other (please specify)	Date
	There are no responses	

**Q3 I am aware of parent participation opportunities including the Parent Involvement Board (PIB).**

Answered: 31 Skipped: 0

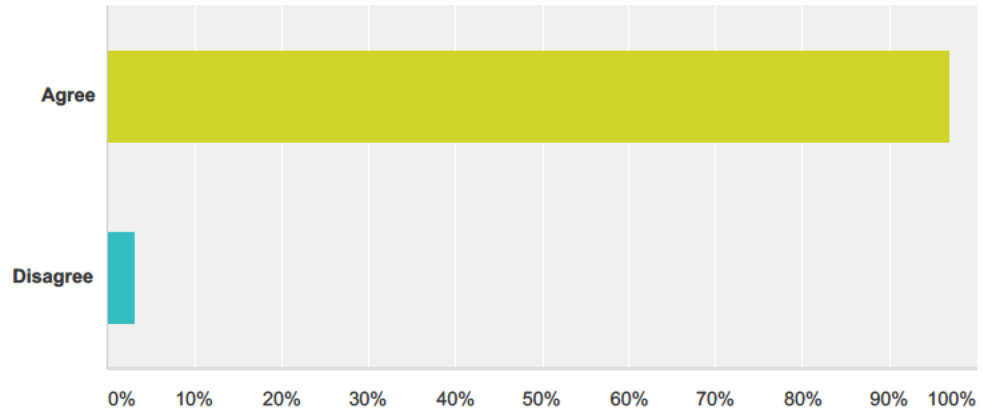


Answer Choices	Responses	
Agree	96.77%	30
Disagree	3.23%	1
Total Respondents: 31		

#	Other (please specify)	Date
1	Not for first 2 years though	8/6/2015 4 53 PM

**Q4 I receive written information (for children under 3) or verbal (children over 3 years) daily about my child and am offered a family conference at least three times a year to discuss my child's progress.**

Answered: 31 Skipped: 0

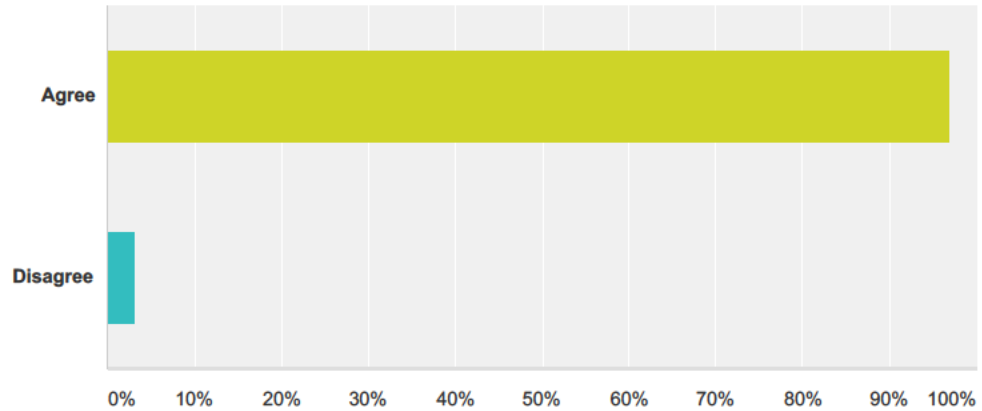


Answer Choices	Responses
Agree	96.77% 30
Disagree	3.23% 1
Total Respondents: 31	

#	Other (please specify)	Date
1	(b) (6) and (b) (6) always communicate with me how my child was and provided insight and tips	8/6/2015 4 59 PM
2	Wasn't told after 3 they would stop using the paper form	8/6/2015 4 53 PM
3	am in constant contact with my children's teachers but think formal conferences are only offered twice per year	8/6/2015 1 34 PM
4	receive verbal and written information about my child every day	8/4/2015 10 28 AM

**Q5 There are consistent staff members in my child's classroom who know and understand my child.**

Answered: 31 Skipped: 0

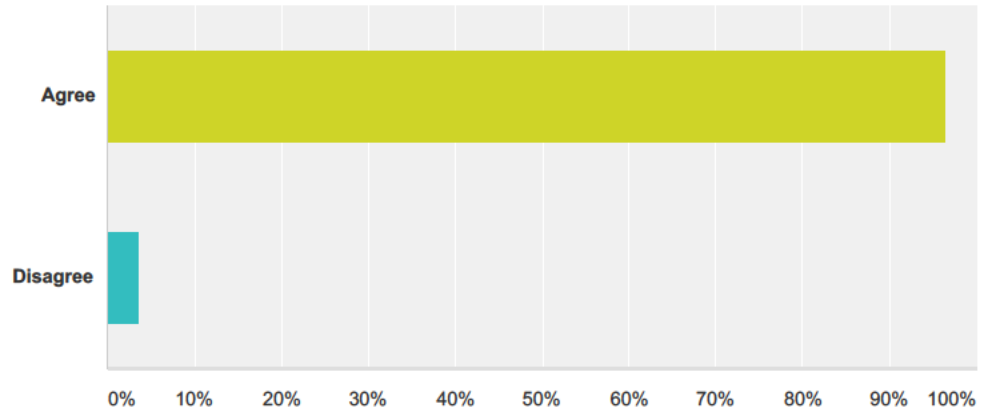


Answer Choices	Responses
Agree	96.77% 30
Disagree	3.23% 1
Total Respondents: 31	

#	Other (please specify)	Date
1	There was a period of time in infant room where all the primary teachers were on leave at the same time That shouldn't be permitted it was a rough two weeks for kids/parents etc Also don't have an issue with caregivers which english is their second language but when their english language skills are limited or wrong and they are the ones that are "teaching" our children to talk am concerned with that don't believe staff should be hired that can not speak english well	8/6/2015 11 40 PM
2	There is a lot of turnover and teacher reassignments	8/6/2015 4 53 PM
3	love my childrens teachers always know am leaving my kids in good hands	8/6/2015 3 03 PM
4	By nature drop in/hourly children can fall through the cracks a bit The only time it was a real issue for us was when the teachers weren't aware of our child's food intolerance (even though it was on the books) resulting in a vomiting episode	8/6/2015 1 34 PM

**Q6 The Director has an open door policy and follows through expediently with any concerns I raise or questions I may have.**

Answered: 29 Skipped: 2

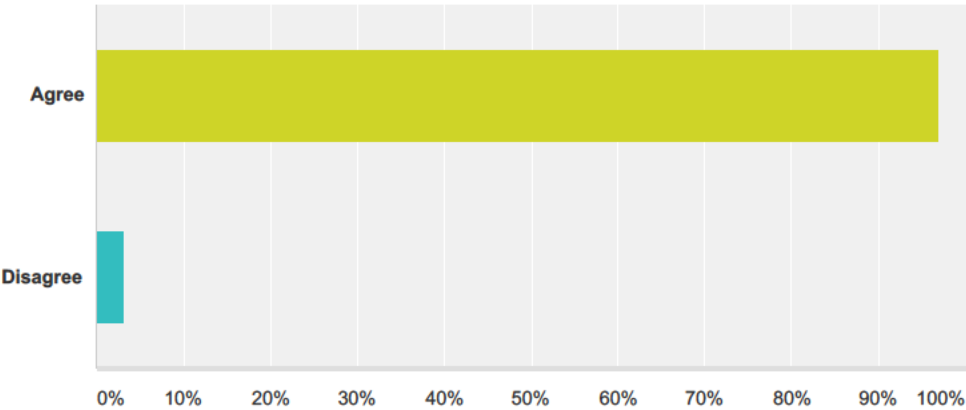


Answer Choices	Responses	
Agree	96.55%	28
Disagree	3.45%	1
Total Respondents: 29		

#	Other (please specify)	Date
1	They have been so helpful with everything	8/8/2015 10 59 AM
2	Unknown have not had an issue as of yet	8/4/2015 10 33 AM
3	N/A	8/3/2015 6 31 PM

**Q7 I am aware that the Child Development Center (CDC) includes all children and makes accommodations for children with medical, (including medication administration) physical, or emotional social needs.**

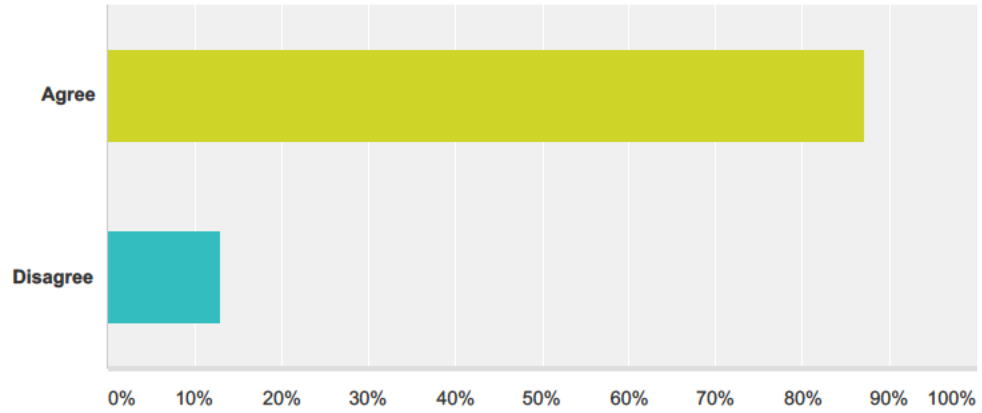
Answered: 31 Skipped: 0



Answer Choices	Responses	
Agree	96.77%	30
Disagree	3.23%	1
Total Respondents: 31		

**Q8 I am aware that there is a DoD Child Abuse and Neglect Hotline number for reporting suspected child abuse and neglect.**

Answered: 31 Skipped: 0

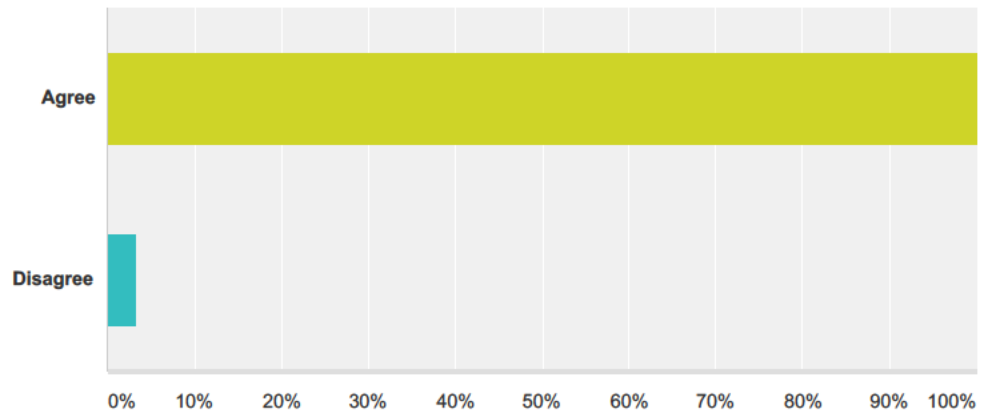


Answer Choices	Responses
Agree	87.10% 27
Disagree	12.90% 4
Total Respondents: 31	

#	Other (please specify)	Date
1	Wasn't aware of this	8/6/2015 1 39 PM

**Q9 My child is cared for in a clean, safe, and well maintained environment.**

Answered: 30 Skipped: 1



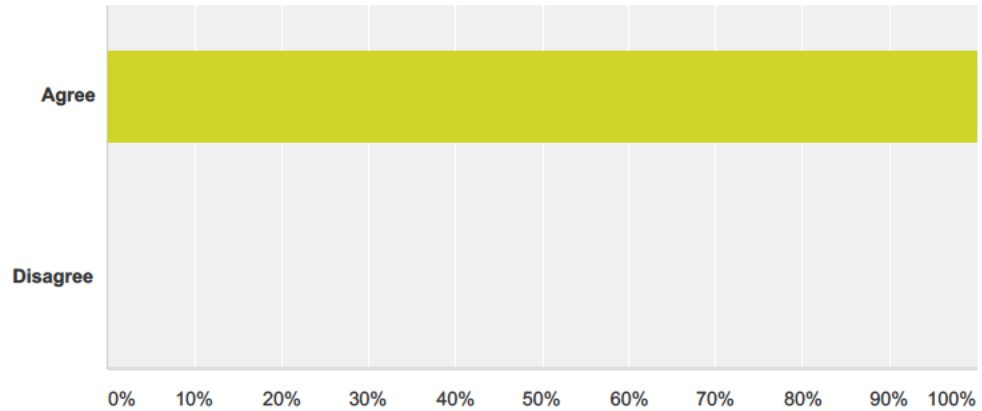
Answer Choices	Responses
Agree	100.00% 30
Disagree	3.33% 1
Total Respondents: 30	

#	Other (please specify)	Date
1	Pre toddler playground is primarily concrete and it gets pretty hot Why can't they use the grass area at times/and/or that play area needs to be modified to include grass	8/6/2015 11 40 PM
2	For the most part it is clean however have come across quite a bit of roaches in the hallway and in the preschool classrooms t mainly happens in the morning when have to put my kids item away but there are not children in that particular room	8/6/2015 3 03 PM



**Q10 Overall, I am satisfied with the quality of care I am receiving at the Child Development Center (CDC).**

Answered: 31 Skipped: 0

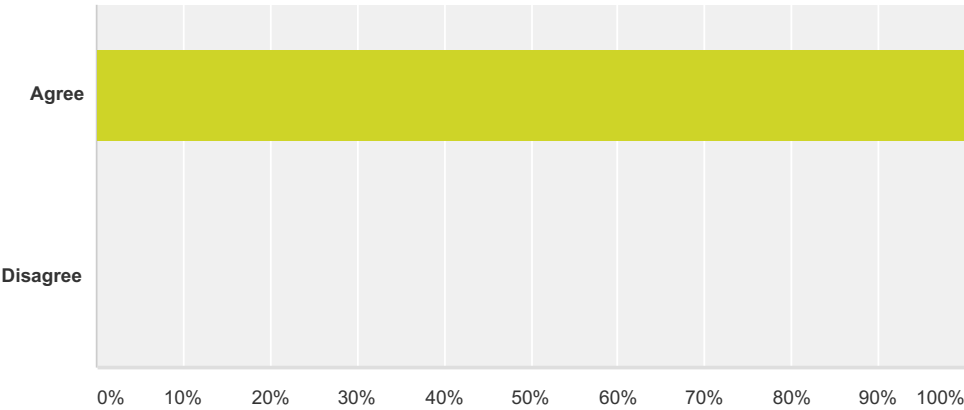


Answer Choices	Responses
Agree	100.00% 31
Disagree	0.00% 0
Total Respondents: 31	

#	Other (please specify)	Date
1	We love it here and are so grateful for ow much the staff cares for our children	8/8/2015 10 59 AM
2	hope our next child care is this good	8/8/2015 10 57 AM
3	Very happy with the care provided (b) (6) and (b) (6) take excellent care of the kids in room 120	8/6/2015 4 59 PM
4	This CDC is AWESOME	8/6/2015 3 03 PM
5	LOVE THE NBPL CDC AND STAFF Couldn't have imagined or asked for better care for my little ones => World class facility with world class educators	8/6/2015 1 34 PM
6	Keep up the good work )	8/4/2015 11 51 AM

Q1 I have received a Child & Youth Programs (CYP) Parent Handbook.

Answered: 1 Skipped: 0

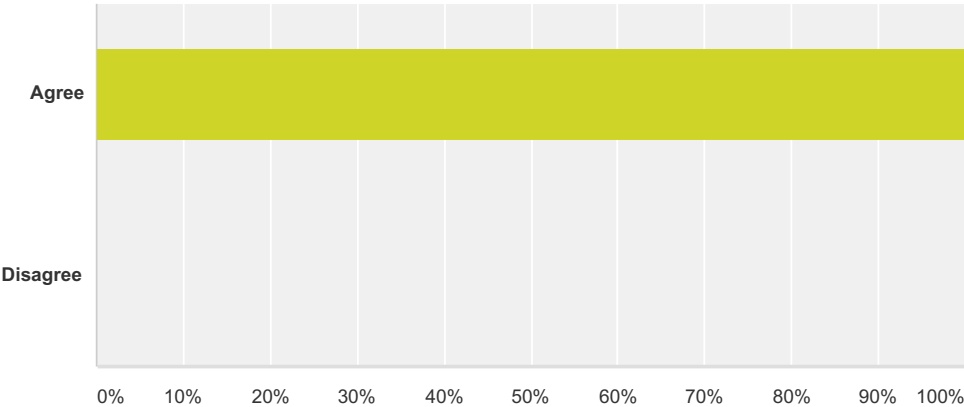


Answer Choices	Responses
Agree	100.00%1
Disagree	0.00%0
Total Respondents: 1	

#	Other (please specify)	Date
	There are no responses.	

**Q2 My child and I are greeted in a pleasant manner both at the front desk and in the activity areas.**

Answered: 1 Skipped: 0

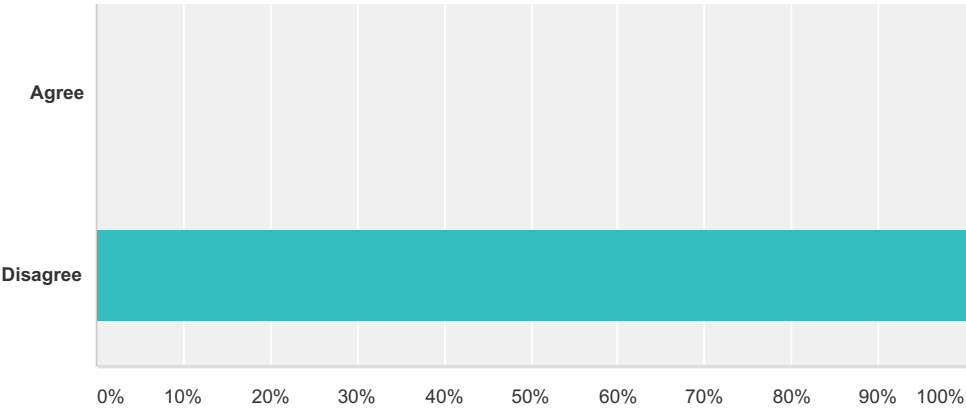


Answer Choices	Responses
Agree	100.00% 1
Disagree	0.00% 0
Total Respondents: 1	

#	Other (please specify)	Date
	There are no responses.	

Q3 I am aware of parent participation opportunities including the Parent Involvement Board (PIB).

Answered: 1 Skipped: 0

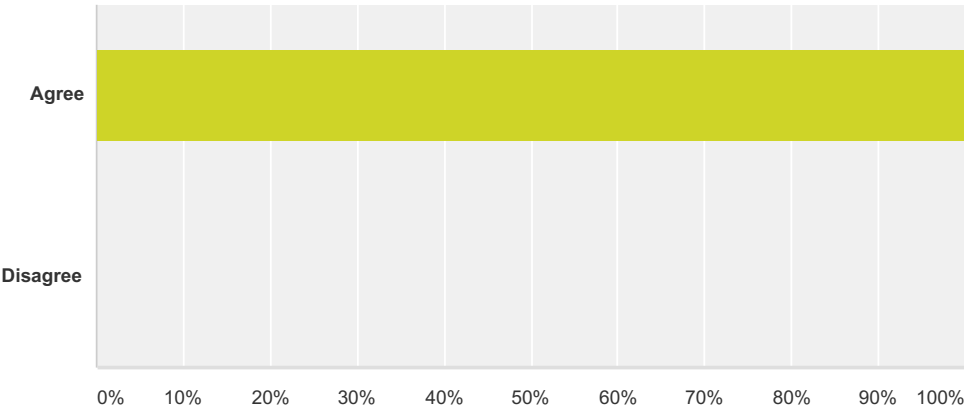


Answer Choices	Responses
Agree	0.00%0
Disagree	100.00%1
Total Respondents: 1	

#	Other (please specify)	Date
	There are no responses.	

Q4 My child enjoys the activities provided at the School Age Care (SAC)/Youth center?

Answered: 1 Skipped: 0

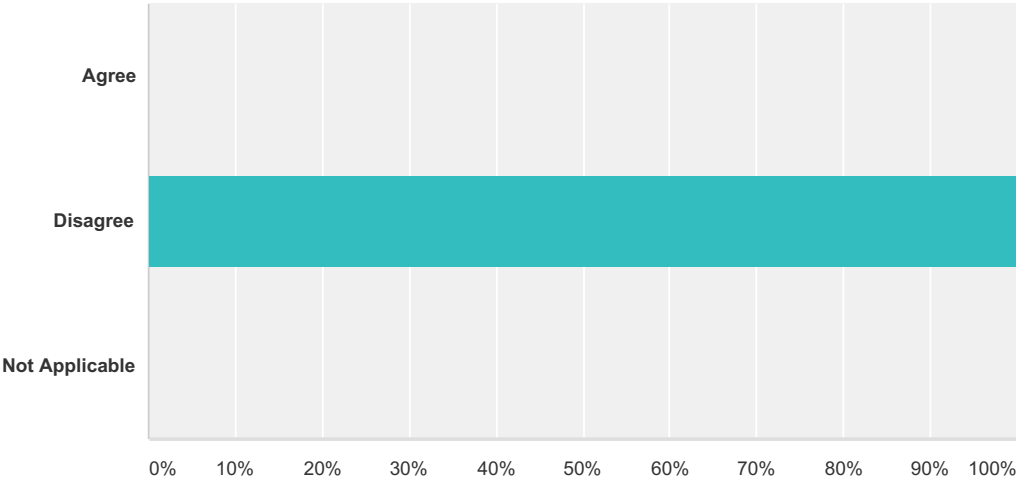


Answer Choices	Responses
Agree	100.00%1
Disagree	0.00%0
Total Respondents: 1	

#	Other (please specify)	Date
	There are no responses.	

**Q5 I am am aware that a Youth Sponsorship Program is established to assist newly arriving youth, grades 3-12, with integration into available youth programs.**

Answered: 1 Skipped: 0

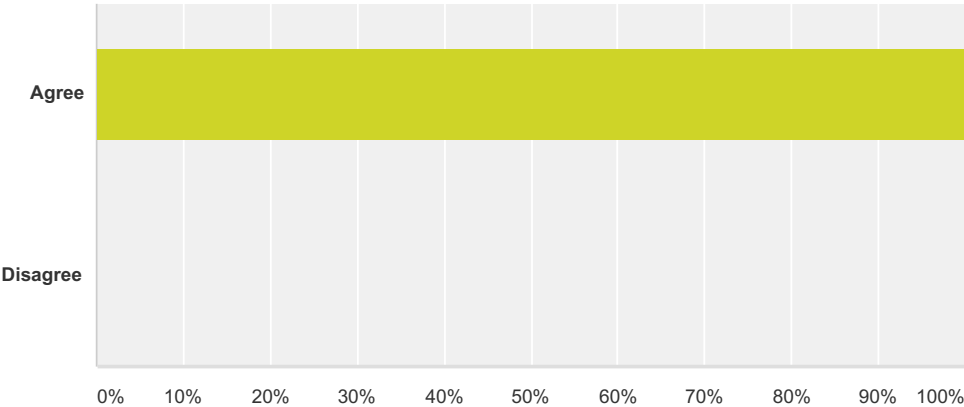


Answer Choices	Responses
Agree	0.00%0
Disagree	100.00%1
Not Applicable	0.00%0
Total	1

#	Other (please specify)	Date
	There are no responses.	

**Q6 The Director has an open door policy and follows through expediently with any concerns I raise or questions I may have.**

Answered: 1 Skipped: 0

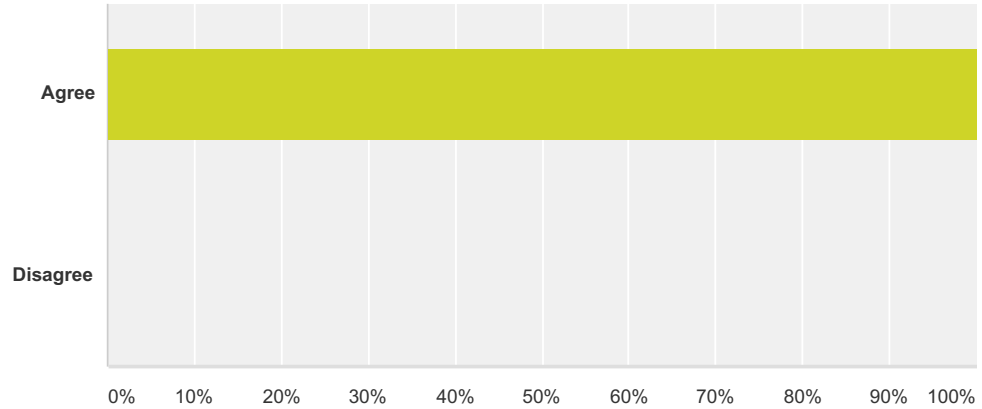


Answer Choices	Responses
Agree	100.00% 1
Disagree	0.00% 0
Total Respondents: 1	

#	Other (please specify)	Date
	There are no responses.	

**Q7 I am aware that the Youth Program includes all children and makes accommodations for children with medical, (including medication administration) physical or emotional special needs.**

Answered: 1 Skipped: 0



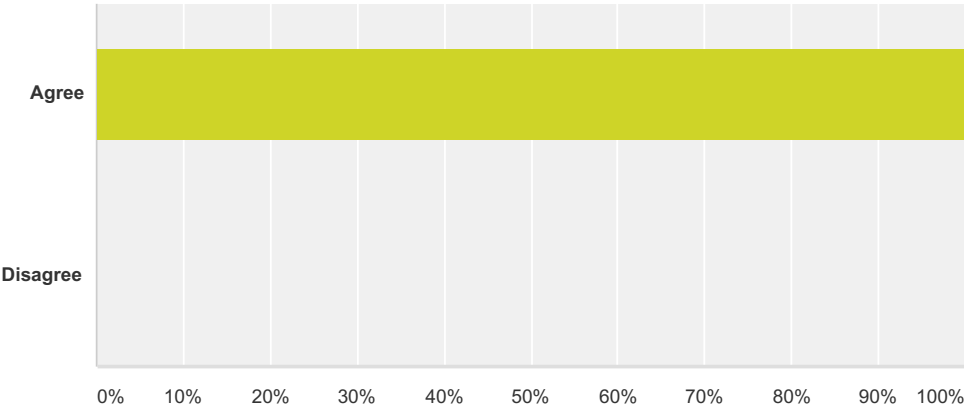
Answer Choices	Responses
Agree	100.00% 1
Disagree	0.00% 0
Total Respondents: 1	

#	Other (please specify)	Date
	There are no responses.	



**Q8 I am aware that there is a DoD Child Abuse and Neglect Hotline number for reporting suspected child abuse and neglect.**

Answered: 1 Skipped: 0

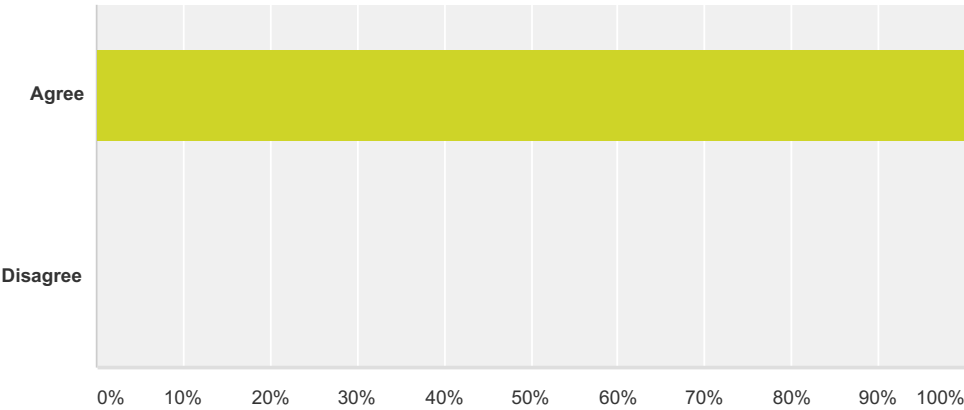


Answer Choices	Responses
Agree	100.00%1
Disagree	0.00%0
Total Respondents: 1	

#	Other (please specify)	Date
	There are no responses.	

**Q9 My child is cared for in a clean, safe and well maintained environment.**

Answered: 1 Skipped: 0

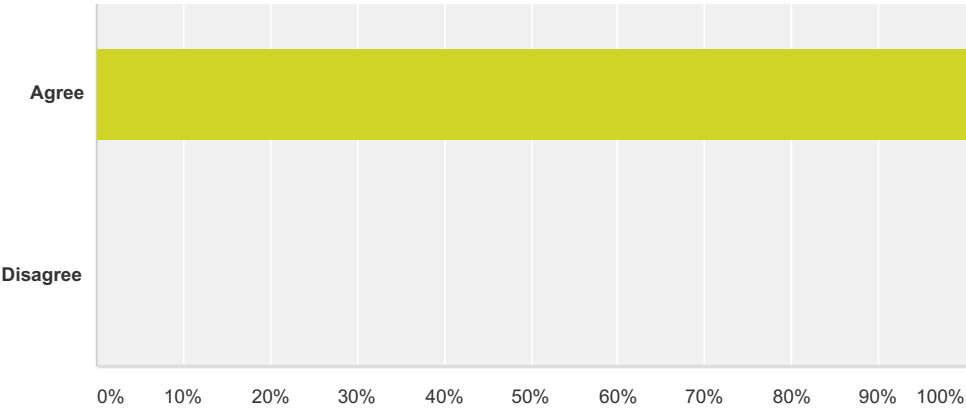


Answer Choices	Responses
Agree	100.00%1
Disagree	0.00%0
Total Respondents: 1	

#	Other (please specify)	Date
	There are no responses.	

Q10 Overall, I am satisfied with the quality of care I am receiving at the SAC/Youth program

Answered: 1 Skipped: 0



Answer Choices	Responses
Agree	100.00% 1
Disagree	0.00% 0
Total Respondents: 1	

#	Other (please specify)	Date
	There are no responses.	

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## 2015 Naval Base Point Loma Gateway Youth Parent Survey

Summary → Design Survey → Collect Responses → Analyze Results

**CURRENT VIEW**

FILTER COMPARE SHOW

No rules applied

Rules allow you to FILTER, COMPARE and SHOW results to see trends and patterns. [Learn more](#)

**SAVED VIEWS (1)**

Original View (No rules applied)

Save as...

RESPONDENTS: 0 of 0

Export All Share All

Question Summaries Data Trends Individual Responses

Your survey has no responses

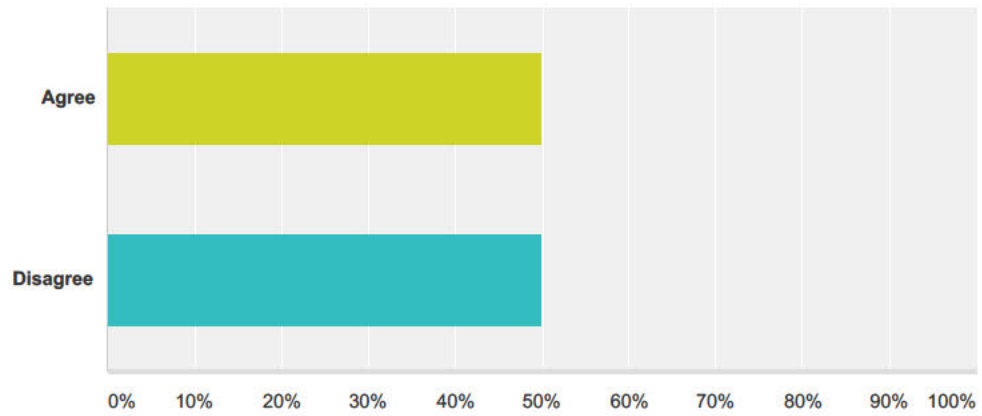
Collect responses OR Buy responses

100%

3:02 PM 6/12/2017

## Q1 I have received a Child & Youth Programs (CYP) Parent Handbook.

Answered: 2 Skipped: 0

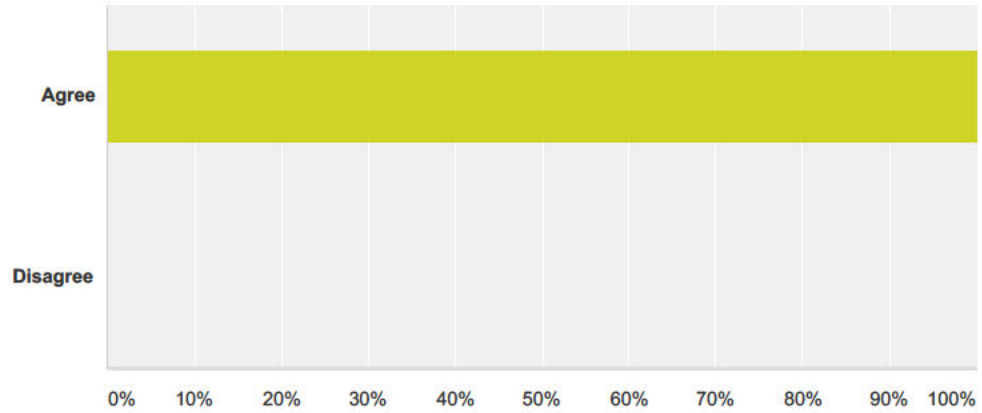


Answer Choices	Responses
Agree	50.00% 1
Disagree	50.00% 1
Total Respondents: 2	

#	Other (please specify)	Date
	There are no responses	

**Q2 My child and I are greeted in a pleasant manner both at the front desk and in the activity areas.**

Answered: 2 Skipped: 0

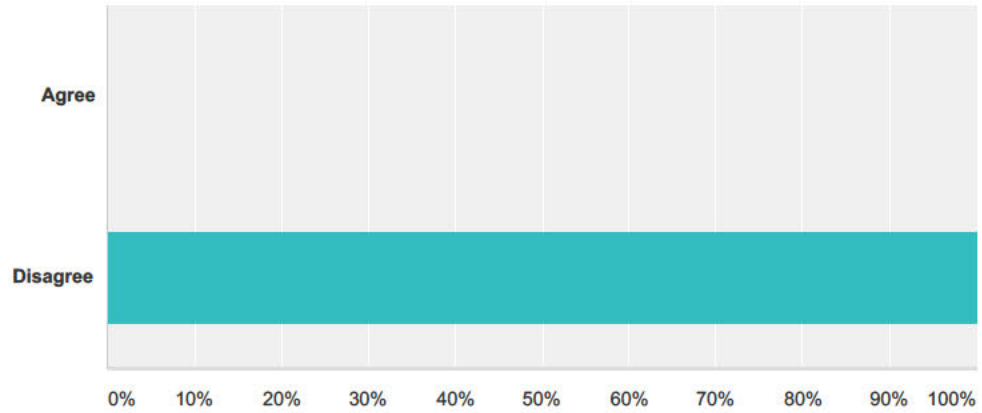


Answer Choices	Responses
Agree	100.00% 2
Disagree	0.00% 0
Total Respondents: 2	

#	Other (please specify)	Date
1	On occasion the director has greeted us with comments like "payment is due hope you have money in the bank "	8/14/2015 2 18 PM

**Q3 I am aware of parent participation opportunities including the Parent Involvement Board (PIB).**

Answered: 2 Skipped: 0

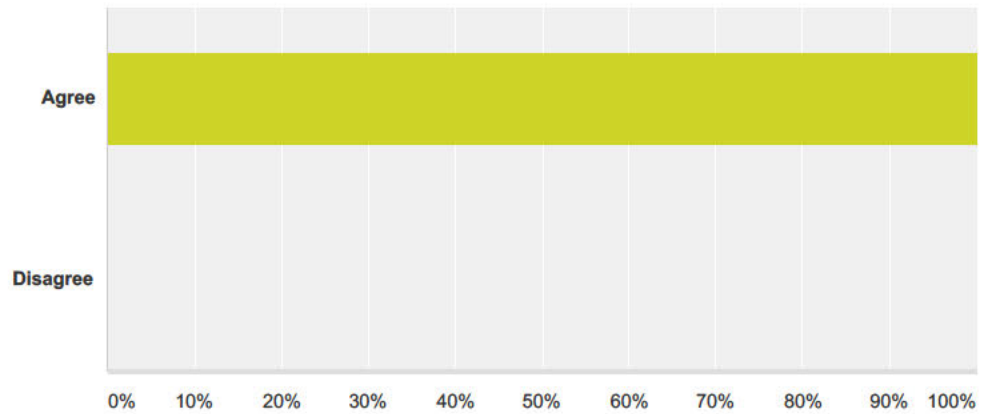


Answer Choices	Responses
Agree	0.00% 0
Disagree	100.00% 2
Total Respondents: 2	

#	Other (please specify)	Date
	There are no responses	

### Q4 My child enjoys the activities provided at the School Age Care (SAC)/Youth center?

Answered: 2 Skipped: 0



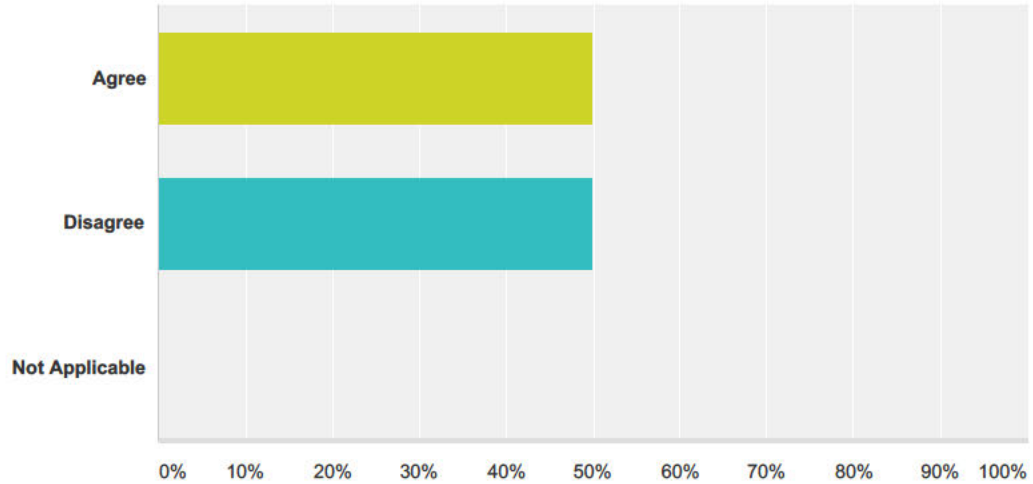
Answer Choices	Responses
Agree	100.00% 2
Disagree	0.00% 0
Total Respondents: 2	

#	Other (please specify)	Date
	There are no responses	



**Q5 I am am aware that a Youth Sponsorship Program is established to assist newly arriving youth, grades 3-12, with integration into available youth programs.**

Answered: 2 Skipped: 0

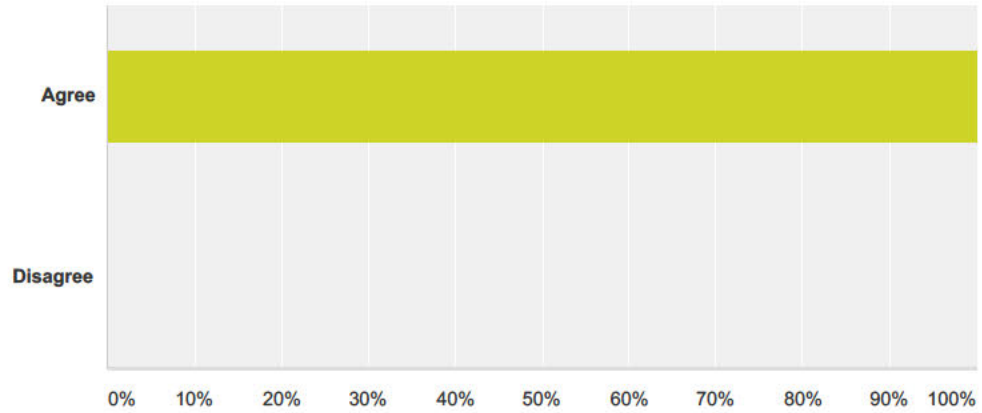


Answer Choices	Responses
Agree	50.00% 1
Disagree	50.00% 1
Not Applicable	0.00% 0
<b>Total</b>	<b>2</b>

#	Other (please specify)	Date
	There are no responses	

**Q6 The Director has an open door policy and follows through expediently with any concerns I raise or questions I may have.**

Answered: 1 Skipped: 1

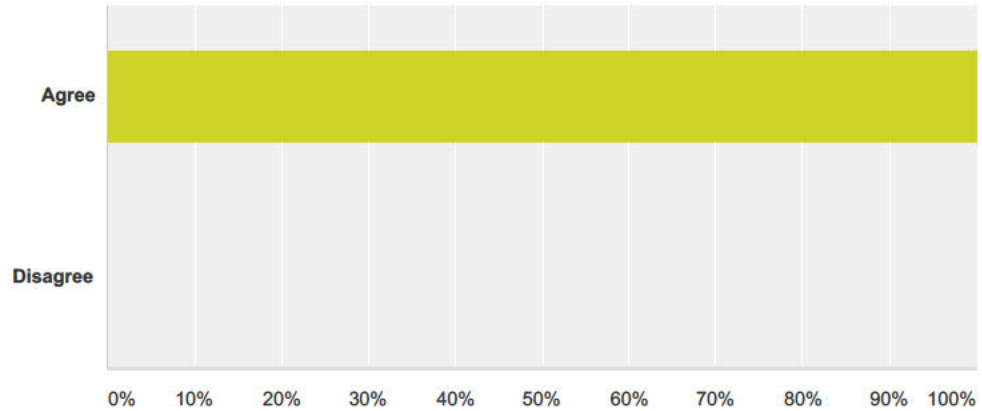


Answer Choices	Responses
Agree	100.00% 1
Disagree	0.00% 0
Total Respondents: 1	

#	Other (please specify)	Date
1	The director is not easy to talk to and assumes often But she does make herself available	8/14/2015 2 18 PM

**Q7 I am aware that the Youth Program includes all children and makes accommodations for children with medical, (including medication administration) physical or emotional special needs.**

Answered: 2 Skipped: 0

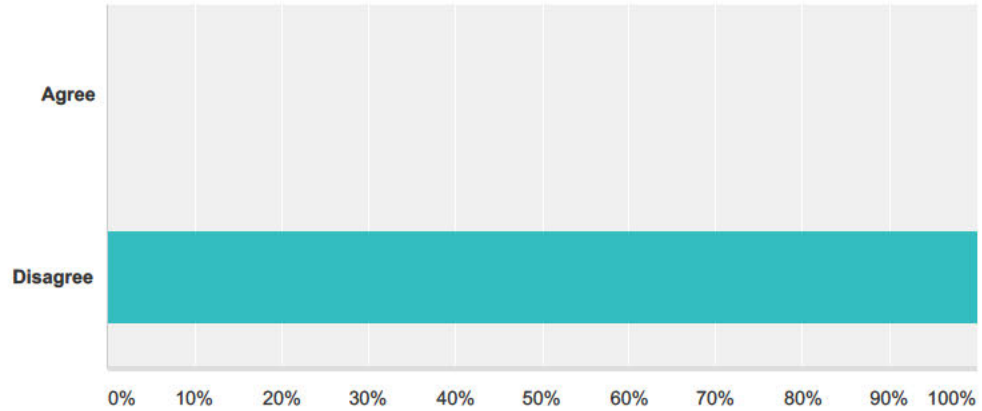


Answer Choices	Responses
Agree	100.00% 2
Disagree	0.00% 0
Total Respondents: 2	

#	Other (please specify)	Date
	There are no responses	

**Q8 I am aware that there is a DoD Child Abuse and Neglect Hotline number for reporting suspected child abuse and neglect.**

Answered: 2 Skipped: 0

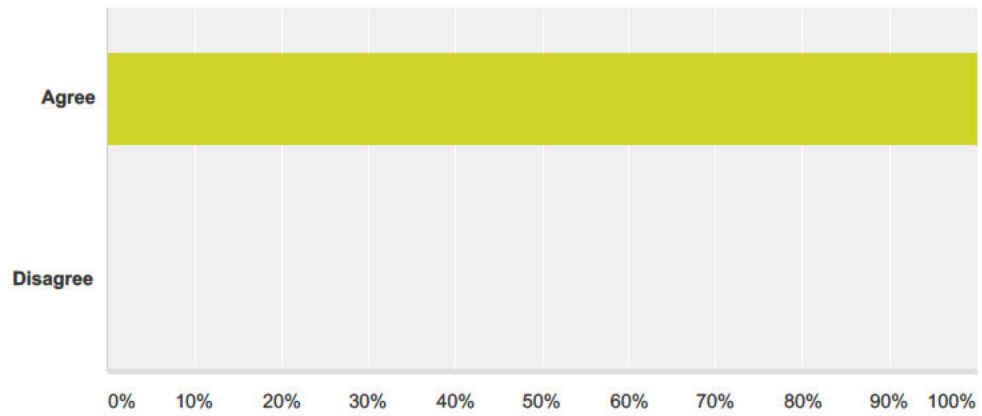


Answer Choices	Responses
Agree	0.00% 0
Disagree	100.00% 2
Total Respondents: 2	

#	Other (please specify)	Date
	There are no responses	

**Q9 My child is cared for in a clean, safe and well maintained environment.**

Answered: 2 Skipped: 0

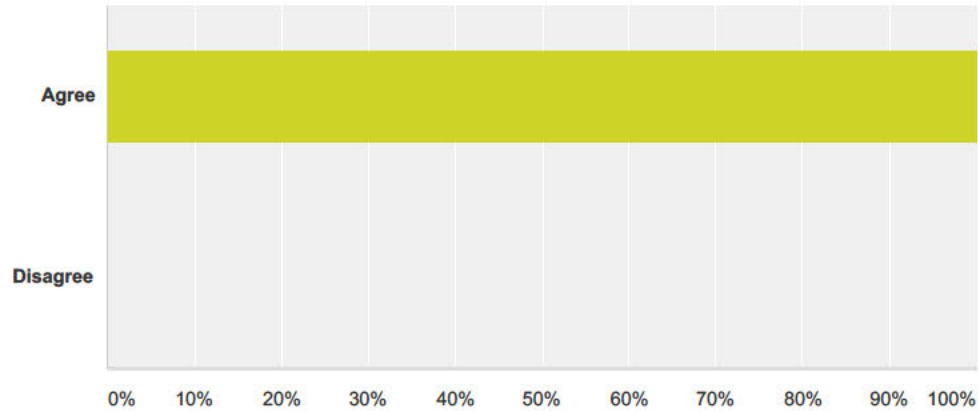


Answer Choices	Responses
Agree	100.00% 2
Disagree	0.00% 0
Total Respondents: 2	

#	Other (please specify)	Date
	There are no responses	

### Q10 Overall, I am satisfied with the quality of care I am receiving at the SAC/Youth program

Answered: 1 Skipped: 1

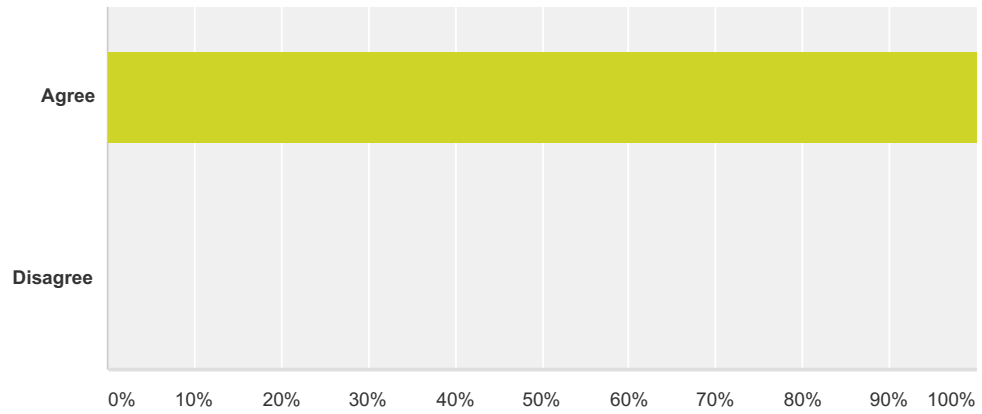


Answer Choices	Responses
Agree	100.00% 1
Disagree	0.00% 0
Total Respondents: 1	

#	Other (please specify)	Date
1	There is room for improvement The staff allows the children to work things out on their own but bullying was constant at the site and it was never addressed The director [REDACTED] did not allow the children to help each other with homework often resulting in long nights at home doing homework that could have been done at the CDC Finally the director seems to have a control issue She micromanages her staff and has odd rules For example her required use of paper towel in the restroom conflicts with common sense She demands that the students use the sunscreen provided which makes no sense to me Her approach is off putting and rude think she means well but her demeanor is lacking in customer service skills	8/14/2015 2 18 PM

## Q1 I have received a Child & Youth Programs (CYP) Parent Handbook.

Answered: 9 Skipped: 0

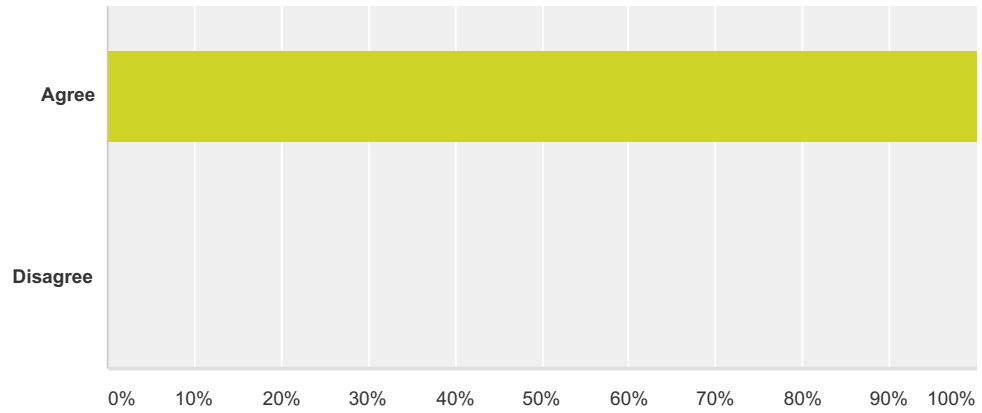


Answer Choices	Responses
Agree	100.00% 9
Disagree	0.00% 0
Total Respondents: 9	

#	Other (please specify)	Date
	There are no responses.	

**Q2 My child and I are greeted in a pleasant manner both at the front desk and in the activity areas.**

Answered: 9 Skipped: 0



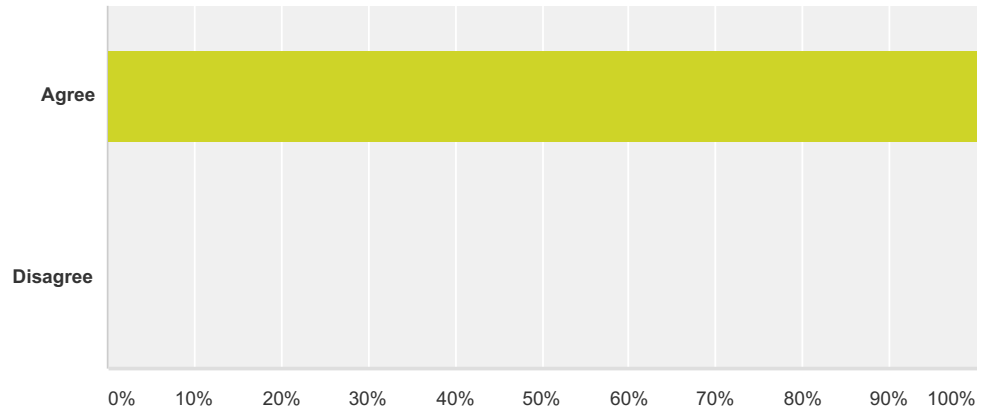
Answer Choices	Responses
Agree	100.00% 9
Disagree	0.00% 0
Total Respondents: 9	

#	Other (please specify)	Date
	There are no responses.	



**Q3 I am aware of parent participation opportunities including the Parent Involvement Board (PIB).**

Answered: 9 Skipped: 0

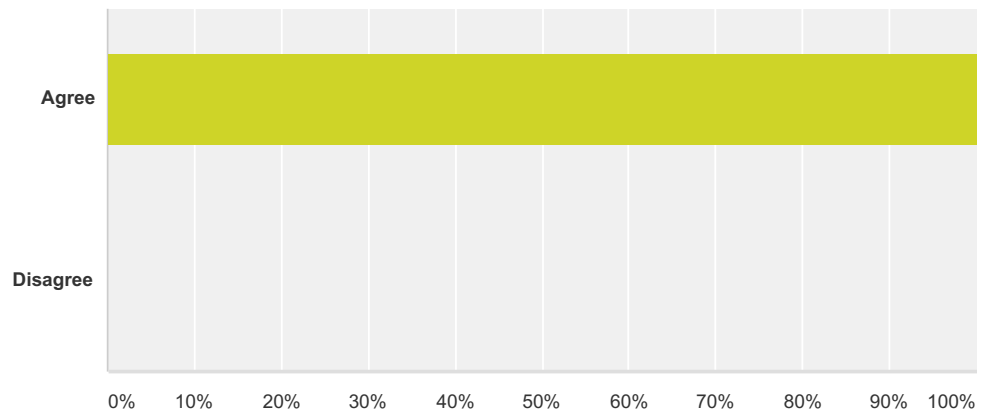


Answer Choices	Responses
Agree	100.00% 9
Disagree	0.00% 0
Total Respondents: 9	

#	Other (please specify)	Date
	There are no responses.	

### Q4 My child enjoys the activities provided at the School Age Care (SAC)/Youth center?

Answered: 9 Skipped: 0

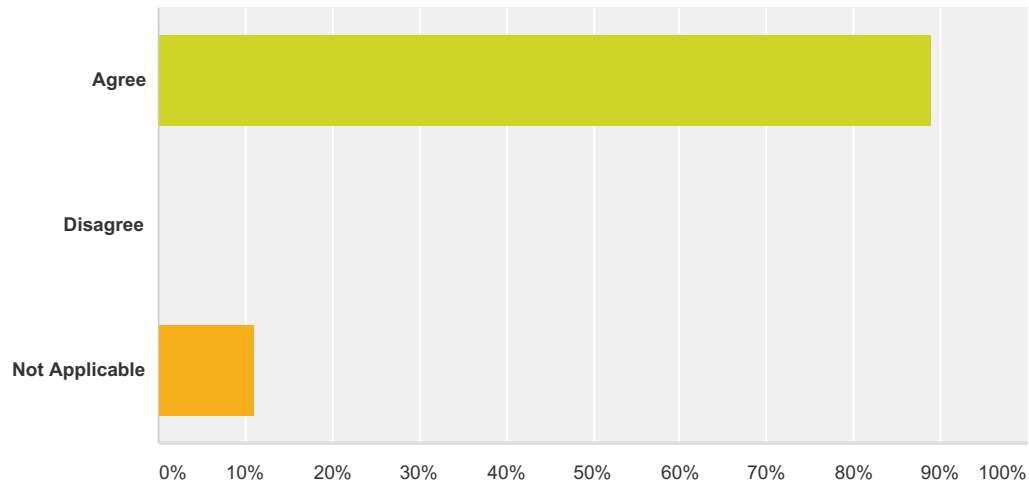


Answer Choices	Responses
Agree	100.00% 9
Disagree	0.00% 0
Total Respondents: 9	

#	Other (please specify)	Date
	There are no responses.	

**Q5 I am am aware that a Youth Sponsorship Program is established to assist newly arriving youth, grades 3-12, with integration into available youth programs.**

Answered: 9 Skipped: 0

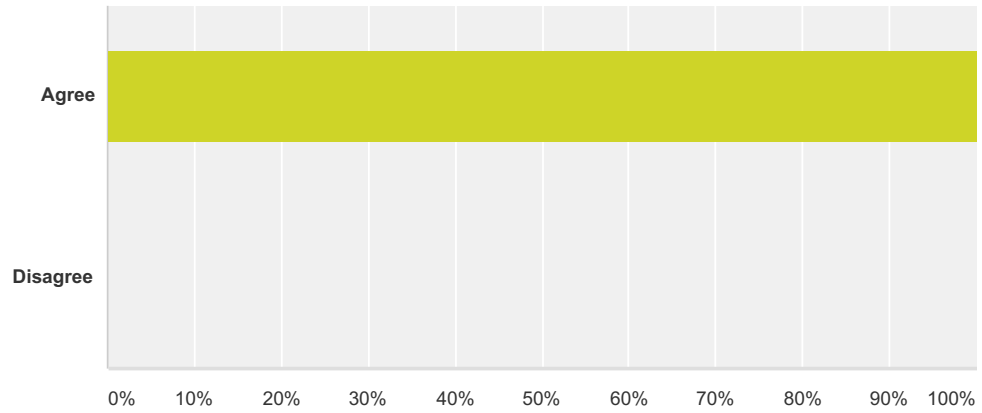


Answer Choices	Responses
Agree	88.89% 8
Disagree	0.00% 0
Not Applicable	11.11% 1
<b>Total</b>	<b>9</b>

#	Other (please specify)	Date
	There are no responses.	

**Q6 The Director has an open door policy and follows through expediently with any concerns I raise or questions I may have.**

Answered: 9 Skipped: 0

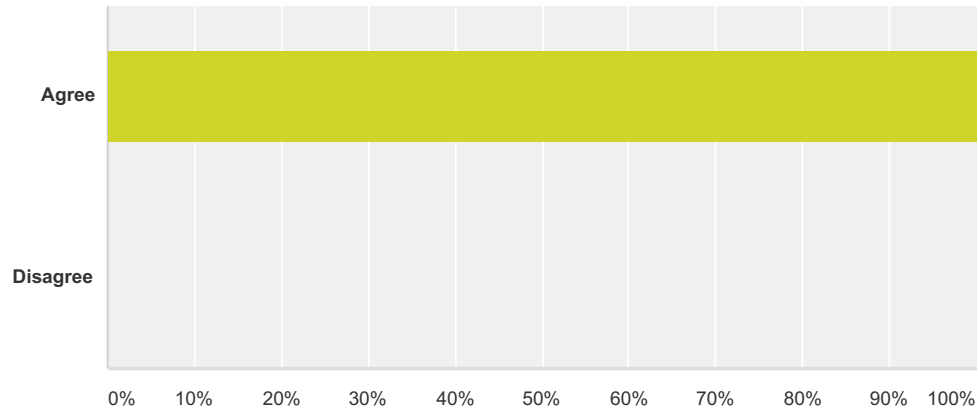


Answer Choices	Responses
Agree	100.00% 9
Disagree	0.00% 0
Total Respondents: 9	

#	Other (please specify)	Date
	There are no responses.	

**Q7 I am aware that the Youth Program includes all children and makes accommodations for children with medical, (including medication administration) physical or emotional special needs.**

Answered: 9 Skipped: 0

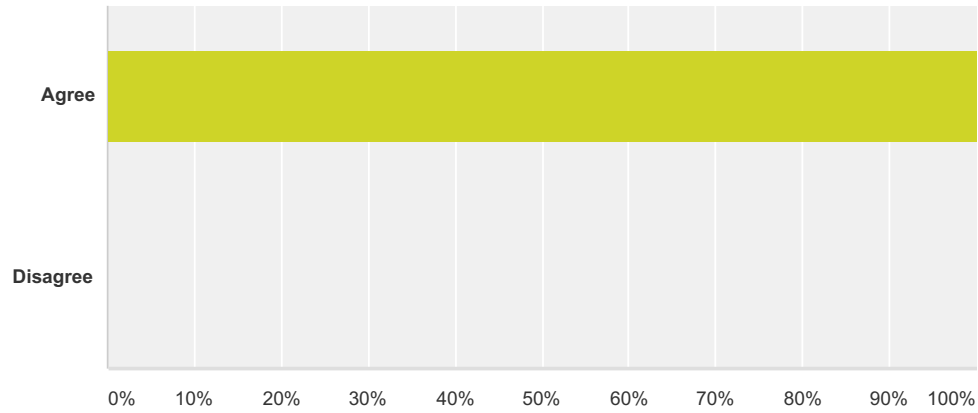


Answer Choices	Responses
Agree	100.00% 9
Disagree	0.00% 0
Total Respondents: 9	

#	Other (please specify)	Date
	There are no responses.	

**Q8 I am aware that there is a DoD Child Abuse and Neglect Hotline number for reporting suspected child abuse and neglect.**

Answered: 9 Skipped: 0

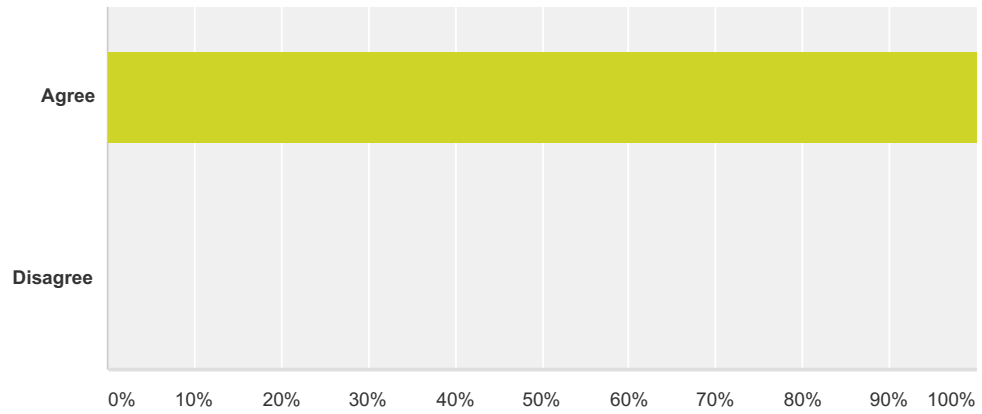


Answer Choices	Responses
Agree	100.00% 9
Disagree	0.00% 0
Total Respondents: 9	

#	Other (please specify)	Date
	There are no responses.	

## Q9 My child is cared for in a clean, safe and well maintained environment.

Answered: 9 Skipped: 0

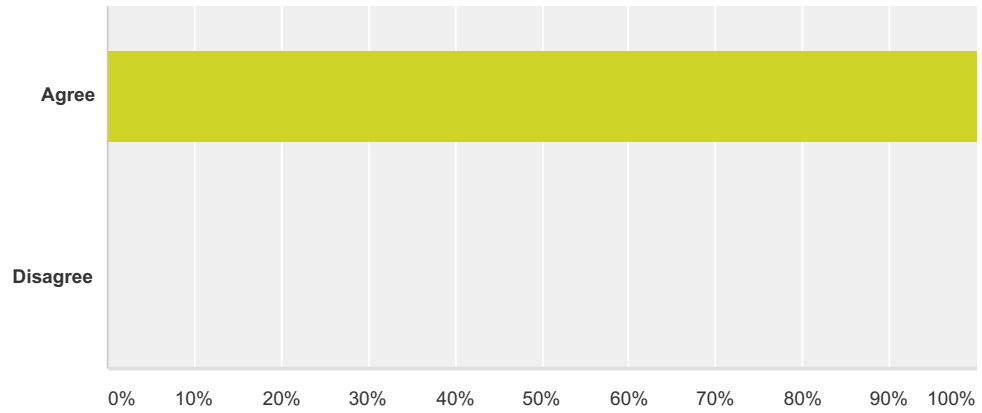


Answer Choices	Responses
Agree	100.00% 9
Disagree	0.00% 0
Total Respondents: 9	

#	Other (please specify)	Date
	There are no responses.	

**Q10 Overall, I am satisfied with the quality of care I am receiving at the SAC/Youth program**

Answered: 9 Skipped: 0



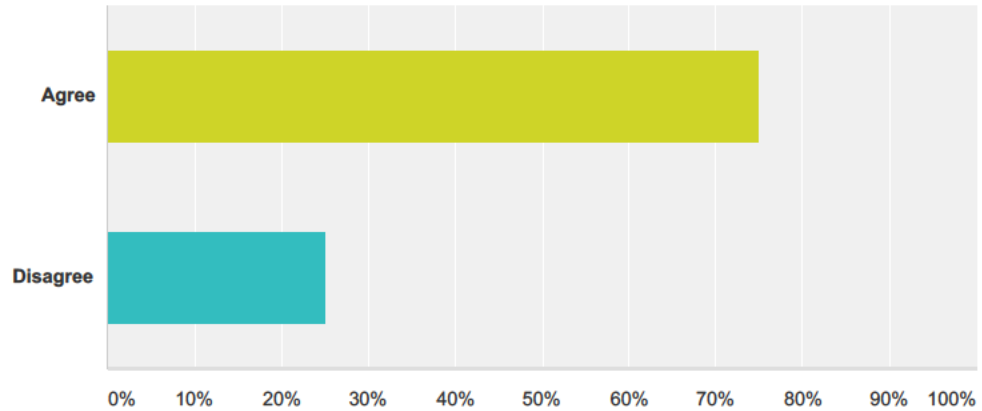
Answer Choices	Responses
Agree	100.00% 9
Disagree	0.00% 0
Total Respondents: 9	

#	Other (please specify)	Date
	There are no responses.	



**Q1 I have received a Child & Youth Programs (CYP) Parent Handbook and information about the Creative Curriculum.**

Answered: 12 Skipped: 0

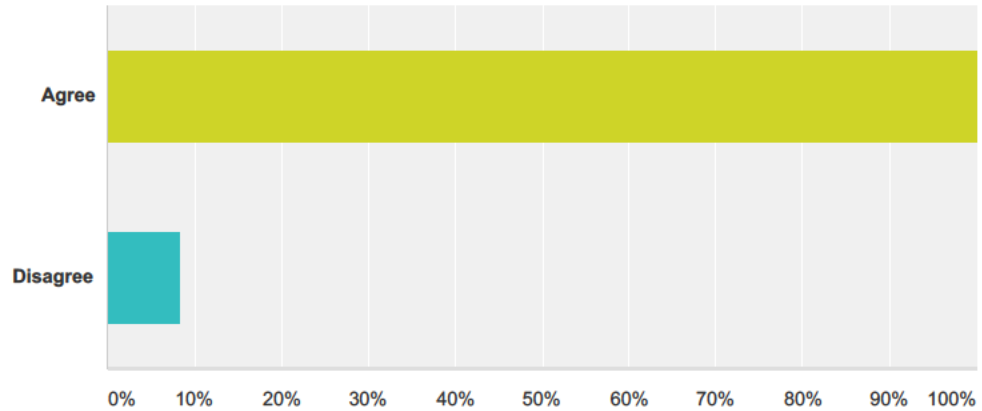


Answer Choices	Responses
Agree	75.00% 9
Disagree	25.00% 3
Total Respondents: 12	

#	Other (please specify)	Date
1	Never received any of this information only thing continue to recieve every few months is a rate increase that takes affect a week after recieve the notice in hand This is unacceptable and not understood have noticed continous rate increases but not one menu change or additions to the kids toys or learning tools inside or outside and my childs classroom always almost never has any soap to wash their hands Also kids are in a open setting to use the restroom girls and boys while everyone watches them don't agree with that we needs some standards for the youth	8/12/2015 4 01 PM

**Q2 My child and I are greeted in a pleasant manner both at the front desk and in the classroom.**

Answered: 12 Skipped: 0

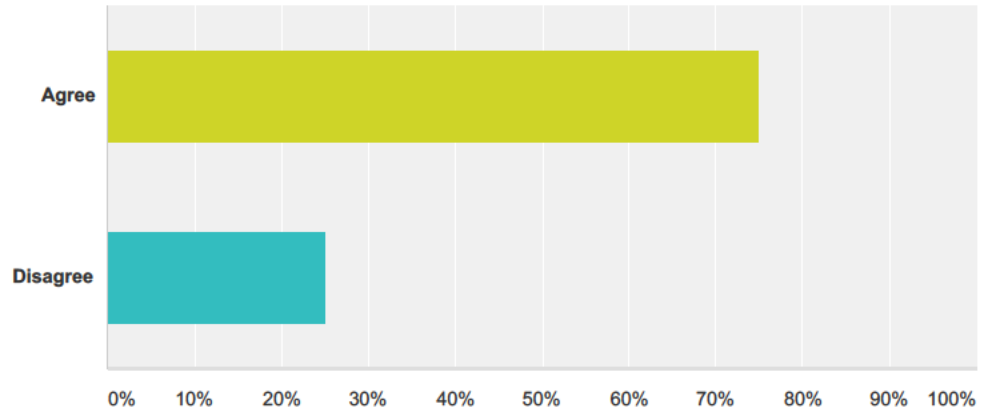


Answer Choices	Responses
Agree	100.00% 12
Disagree	8.33% 1
Total Respondents: 12	

#	Other (please specify)	Date
1	There are so many teachers there that truly are not nice to the parents and never recognizes the parents we have a very diverse environment but there are many rude Filipinos in this CDC	8/12/2015 4 01 PM
2	(b) (6) at the front desk always greets us with a pleasant smile	8/7/2015 12 33 PM
3	(b) (6) is great and always greets me and my children when we enter as well as exit the building everyday She is a wonderful woman and my children enjoy seeing her in the morning	8/6/2015 6 16 PM

**Q3 I am aware of parent participation opportunities including the Parent Involvement Board (PIB).**

Answered: 12 Skipped: 0

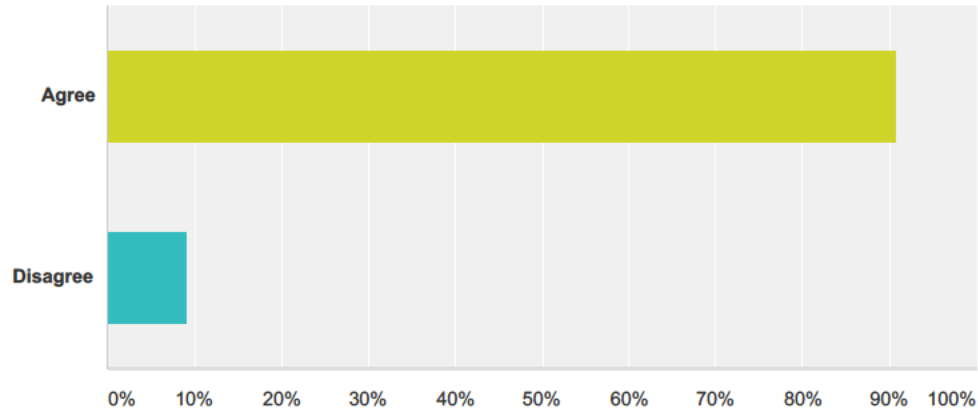


Answer Choices	Responses
Agree	75.00% 9
Disagree	25.00% 3
Total Respondents: 12	

#	Other (please specify)	Date
	There are no responses	

**Q4 I receive written information (for children under 3) or verbal (children over 3 years) daily about my child and am offered a family conference at least three times a year to discuss my child's progress.**

Answered: 11 Skipped: 1

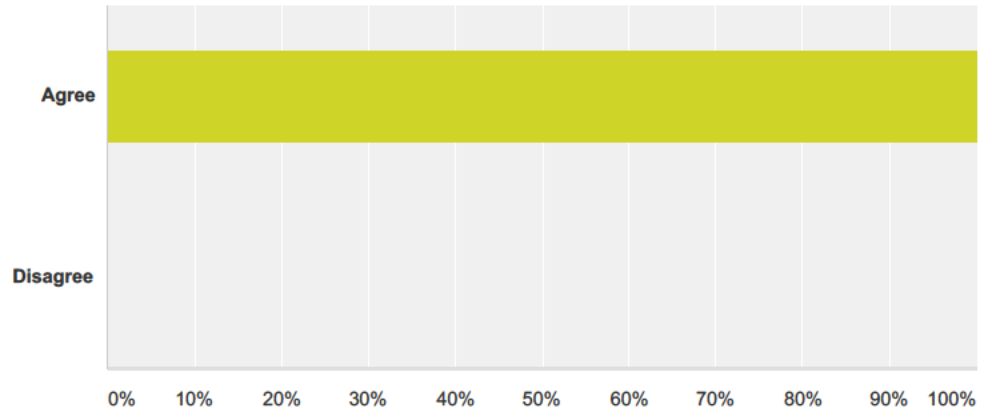


Answer Choices	Responses
Agree	90.91% 10
Disagree	9.09% 1
Total Respondents: 11	

#	Other (please specify)	Date
1	My child has just turned 3 and was moved to a classroom within two weeks to the older children enviornment i don't understand why there are newly turning 3 year old children in the same classroom with the 4 and 5 year olds This makes no sense to me and no one has ever been able to explain it to me ever from the CDC	8/12/2015 4 01 PM
2	am offered a family conference at least three times a year but do not receive verbal information about my child on a daily basis	8/7/2015 12 22 AM
3	have not had a conference	8/6/2015 5 33 PM

**Q5 There are consistent staff members in my child's classroom who know and understand my child.**

Answered: 12 Skipped: 0

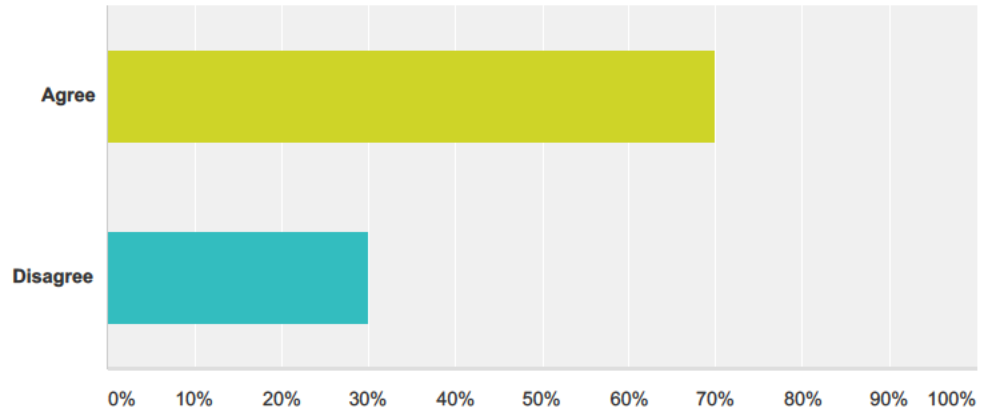


Answer Choices	Responses
Agree	100.00% 12
Disagree	0.00% 0
Total Respondents: 12	

#	Other (please specify)	Date
	There are no responses	

**Q6 The Director has an open door policy and follows through expediently with any concerns I raise or questions I may have.**

Answered: 10 Skipped: 2

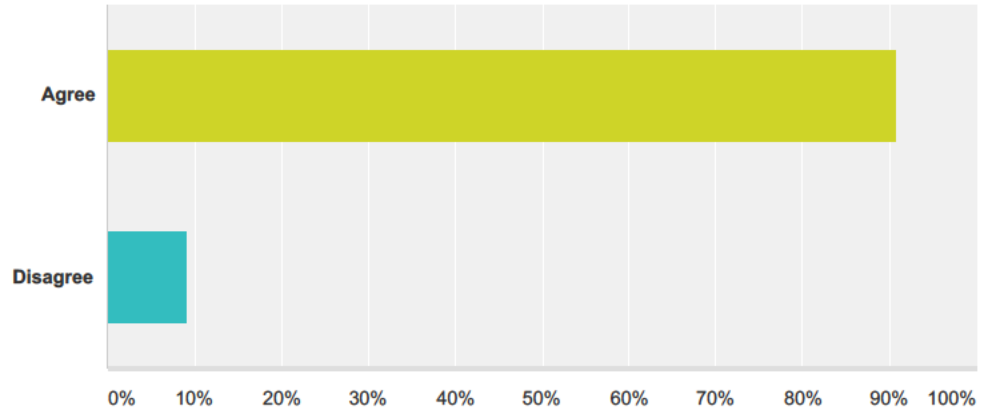


Answer Choices	Responses
Agree	70.00% 7
Disagree	30.00% 3
Total Respondents: 10	

#	Other (please specify)	Date
1	not always The Director and other staffers with her always look pissed off at the world and not very approachable	8/7/2015 12 33 PM
2	have not had the need to see the director but my questions have been answered quickly by the staff upfront	8/7/2015 12 22 AM
3	Threatens explosion of child with threatening letters even after parents have noted to front desk the situation and was verbally "ok'd"	8/6/2015 10 30 AM
4	She falls back on her inspection fears as an excuse rather than showing concern of the child and parent	8/6/2015 10 26 AM

**Q7 I am aware that the Child Development Center (CDC) includes all children and makes accommodations for children with medical, (including medication administration) physical, or emotional social needs.**

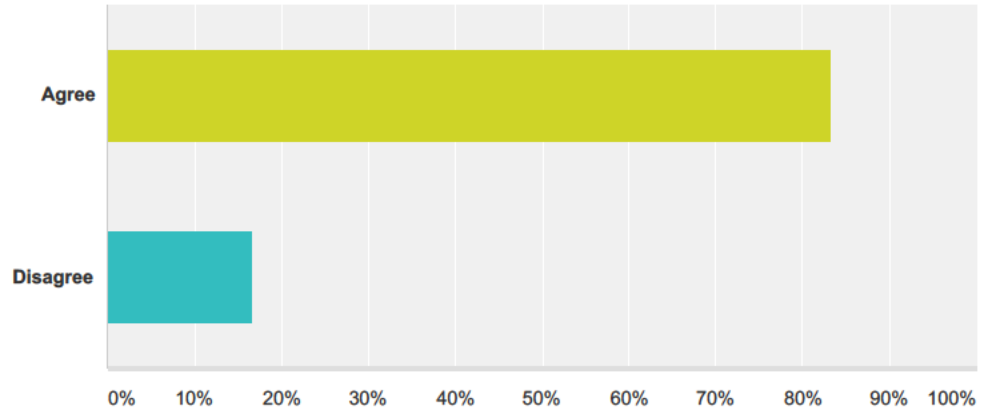
Answered: 11 Skipped: 1



Answer Choices	Responses	
Agree	90.91%	10
Disagree	9.09%	1
Total Respondents: 11		

**Q8 I am aware that there is a DoD Child Abuse and Neglect Hotline number for reporting suspected child abuse and neglect.**

Answered: 12 Skipped: 0



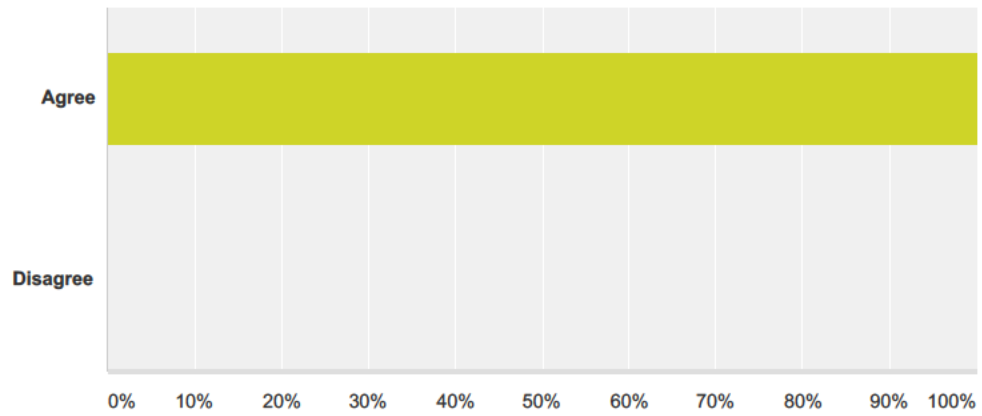
Answer Choices	Responses
Agree	83.33% 10
Disagree	16.67% 2
Total Respondents: 12	

#	Other (please specify)	Date
	There are no responses	



**Q9 My child is cared for in a clean, safe, and well maintained environment.**

Answered: 12 Skipped: 0

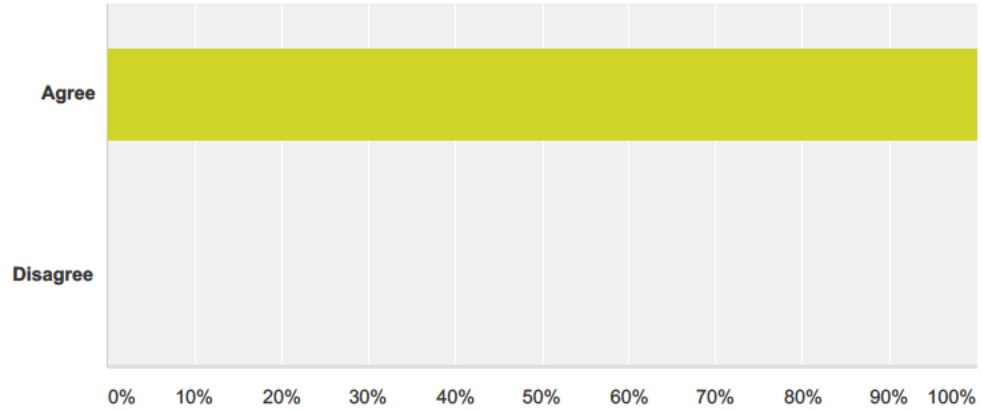


Answer Choices	Responses
Agree	100.00% 12
Disagree	0.00% 0
Total Respondents: 12	

#	Other (please specify)	Date
	There are no responses	

**Q10 Overall, I am satisfied with the quality of care I am receiving at the Child Development Center (CDC).**

Answered: 11 Skipped: 1

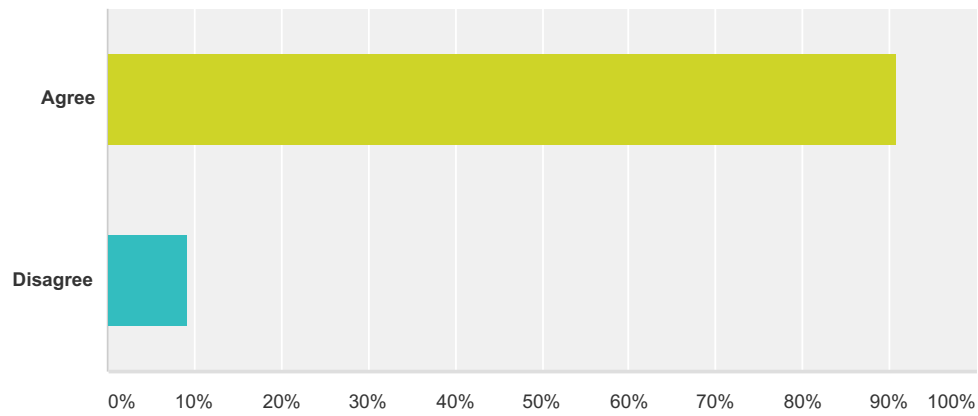


Answer Choices	Responses
Agree	100.00% 11
Disagree	0.00% 0
Total Respondents: 11	

#	Other (please specify)	Date
1	Have had the best experiences with our ladies and appreciate how much they enjoy my son	8/7/2015 9 52 AM
2	don't think the teachers are following through with the teeth brushing routine My sons "new" toothbrush from when he enrolled still looks new and unused	8/6/2015 10 30 AM
3	Wish my kids could sleep better The need to keep the lights on during nap times because your video system is functional during dim lights is a problem of your equipment not your staff or children Fix the equipment and you'll fix your problem	8/6/2015 10 26 AM

## Q1 I have received a Child & Youth Programs (CYP) Parent Handbook.

Answered: 11 Skipped: 1

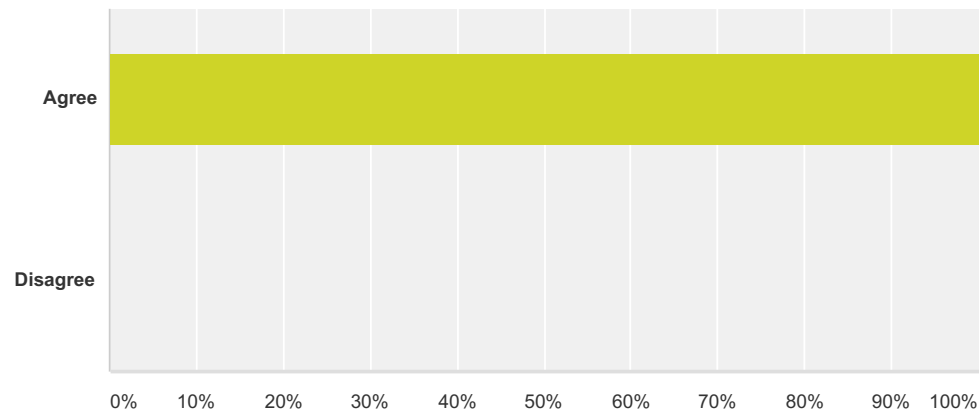


Answer Choices	Responses
Agree	90.91% 10
Disagree	9.09% 1
Total Respondents: 11	

#	Other (please specify)	Date
1	honestly can't remember	11/17/2015 3:34 PM
2	Probably about 5 years ago when my child started	11/17/2015 3:30 PM

## Q2 My child and I are greeted in a pleasant manner both at the front desk and in the activity areas.

Answered: 11 Skipped: 1

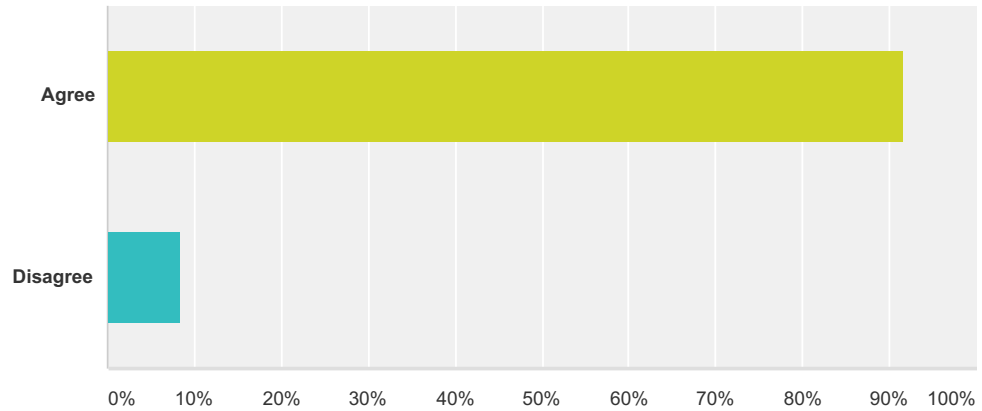


Answer Choices	Responses
Agree	100.00% 11
Disagree	0.00% 0
Total Respondents: 11	

#	Other (please specify)	Date
1	Everyday	11/18/2015 9:06 PM
2	Everyday	11/17/2015 3:30 PM

**Q3 I am aware of parent participation opportunities including the Parent Involvement Board (PIB).**

Answered: 12 Skipped: 0

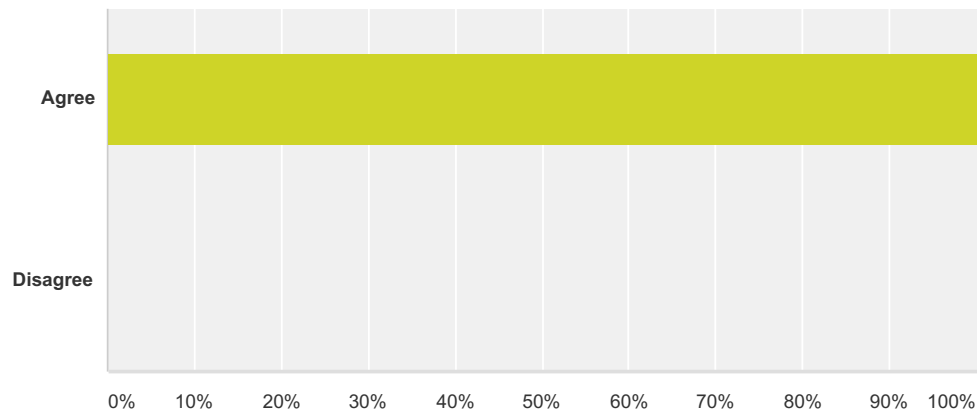


Answer Choices	Responses	
Agree	91.67%	11
Disagree	8.33%	1
Total Respondents: 12		

#	Other (please specify)	Date
1	I'm part of the baord	11/17/2015 3:30 PM

### Q4 My child enjoys the activities provided at the School Age Care (SAC)/Youth center?

Answered: 12 Skipped: 0

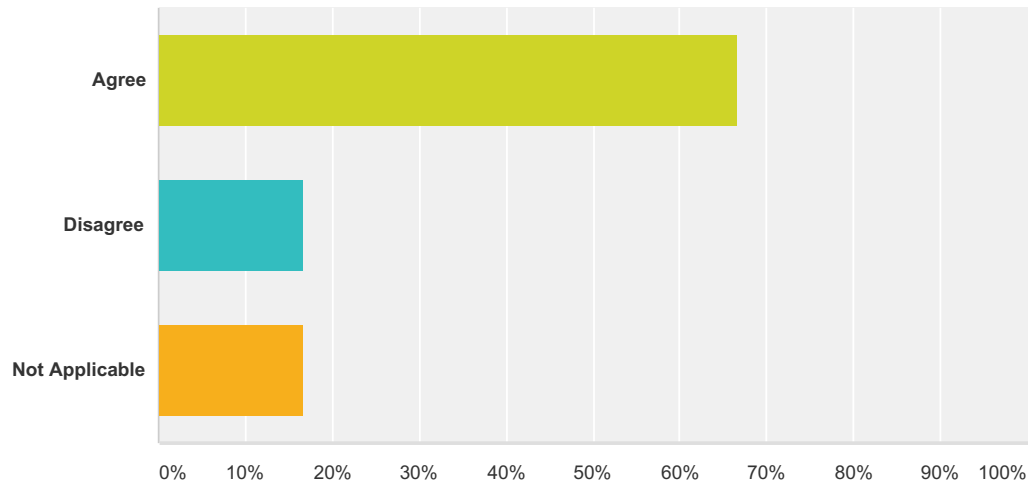


Answer Choices	Responses
Agree	100.00% 12
Disagree	0.00% 0
Total Respondents: 12	

#	Other (please specify)	Date
1	She never wants to leave	11/18/2015 9:06 PM
2	Never wants to leave	11/17/2015 3:30 PM

**Q5 I am am aware that a Youth Sponsorship Program is established to assist newly arriving youth, grades 3-12, with integration into available youth programs.**

Answered: 12 Skipped: 0

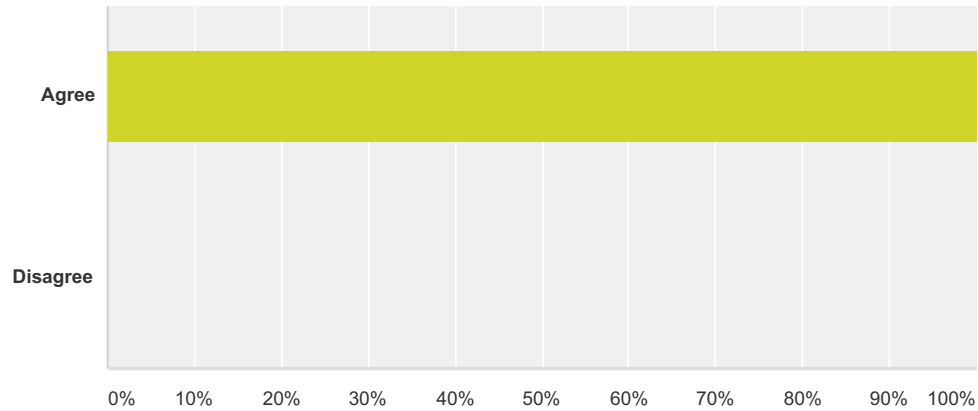


Answer Choices	Responses
Agree	66.67% 8
Disagree	16.67% 2
Not Applicable	16.67% 2
<b>Total</b>	<b>12</b>

#	Other (please specify)	Date
1	I have a kinder	11/18/2015 9:06 PM
2	My child has been part of the student to student program at the high school since we arrived in 2013	11/17/2015 3:36 PM
3	My child is part of the Ambassador Club at the School as well thanks to (b) (6)	11/17/2015 3:30 PM

**Q6 The Director has an open door policy and follows through expediently with any concerns I raise or questions I may have.**

Answered: 12 Skipped: 0



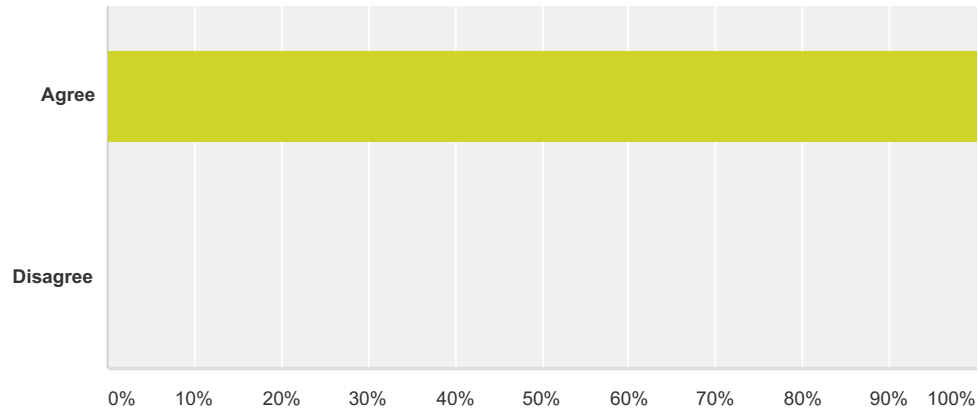
Answer Choices	Responses
Agree	100.00% 12
Disagree	0.00% 0
Total Respondents: 12	

#	Other (please specify)	Date
1	She has been very welcoming.	11/17/2015 3:36 PM
2	She has been very accomdating since she took on the role of (b) (6)	11/17/2015 3:30 PM



**Q7 I am aware that the Youth Program includes all children and makes accommodations for children with medical, (including medication administration) physical or emotional special needs.**

Answered: 12 Skipped: 0

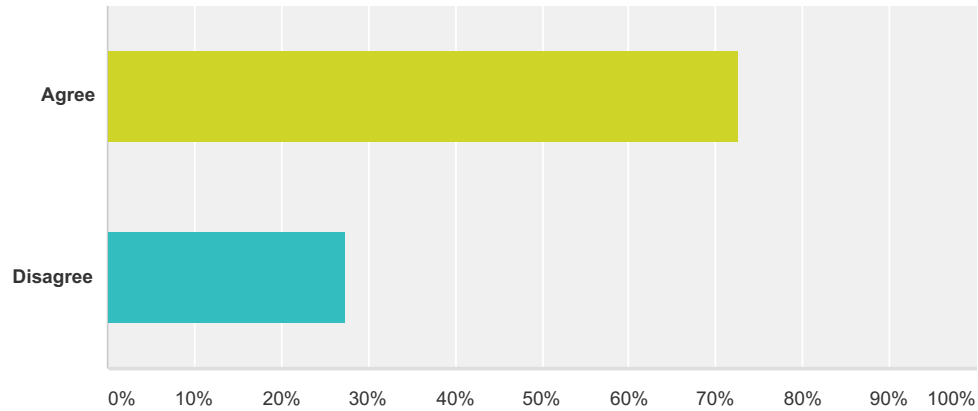


Answer Choices	Responses
Agree	100.00% 12
Disagree	0.00% 0
Total Respondents: 12	

#	Other (please specify)	Date
1	I've notice the staff is very attentive to children who need extra attention while still providing care for the other children	11/17/2015 3:36 PM
2	my child has ADHD and the staff knows exactly how to cater to my child	11/17/2015 3:32 PM
3	ALL staff are very accomodating when it comes to my child with Autism	11/17/2015 3:26 PM

**Q8 I am aware that there is a DoD Child Abuse and Neglect Hotline number for reporting suspected child abuse and neglect.**

Answered: 11 Skipped: 1

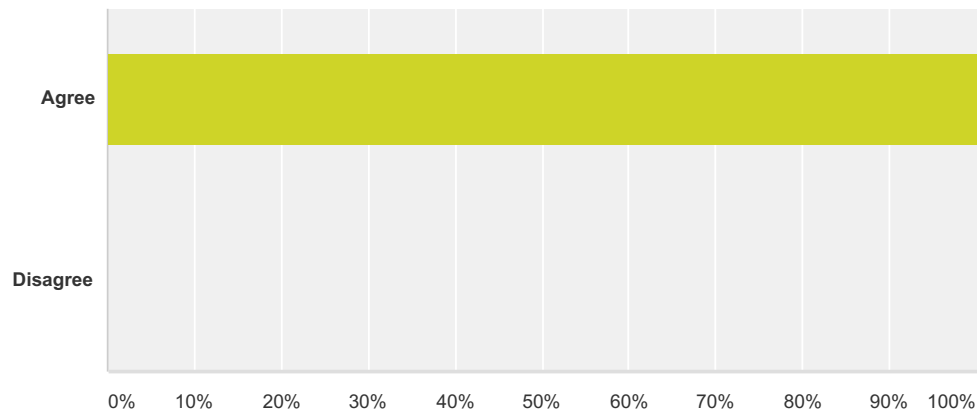


Answer Choices	Responses
Agree	72.73% 8
Disagree	27.27% 3
Total Respondents: 11	

#	Other (please specify)	Date
1	I am aware that the whole staff at the rec are mandated reporters	11/18/2015 9:06 PM
2	not that i know of	11/17/2015 3:34 PM
3	I've seen something posted near the front desk	11/17/2015 3:26 PM

## Q9 My child is cared for in a clean, safe and well maintained environment.

Answered: 12 Skipped: 0

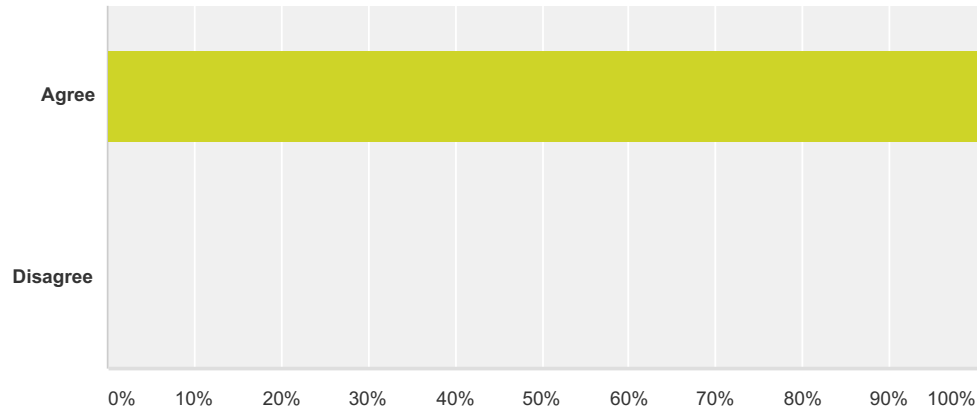


Answer Choices	Responses
Agree	100.00% 12
Disagree	0.00% 0
Total Respondents: 12	

#	Other (please specify)	Date
1	I always see new things	11/18/2015 9:08 PM

### Q10 Overall, I am satisfied with the quality of care I am receiving at the SAC/Youth program

Answered: 11 Skipped: 1



Answer Choices	Responses
Agree	100.00% 11
Disagree	0.00% 0
Total Respondents: 11	

#	Other (please specify)	Date
1	on a scale from 1-10 i give them a 12 for everything they do	11/18/2015 9:06 PM
2	my daughter never wants to leave	11/17/2015 3:34 PM
3	Not looking forward to the day we have to say goodbye to our extended rec center family. (b) (6) and her crew has helped raise our son (b) (6). Without them we would have had no stability	11/17/2015 3:30 PM
4	Extremely HAPPY with this place	11/17/2015 3:26 PM